

OCCUPATIONAL OUTLOOK 1996

Contra Costa County

A PRODUCT OF THE CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM

Sponsored by:

**Contra Costa Private Industry Council
State of California Employment Development Department
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In Cooperation with:

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We hope you find this report useful.

Contra Costa Private Industry Council

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INTRODUCTION

CHAPTER 1

This report presents the 1996 findings of the California Cooperative Occupational Information System (CCOIS) formerly called the State and Local Cooperative Labor Market Information Program (LMI). Contra Costa Private Industry Council conducts this project in partnership with the State of California Employment Development Department (EDD). The survey area of this program includes all of Contra Costa County. When referring to this project in this report, the term LMI program will be used.

PURPOSE

The purpose of this Occupational Outlook Report is to provide information for labor market decisions, including human resources management, and career and vocational training program planning. Not all occupations included are suitable for training at this time. The Supply/Demand statements must be weighted before training decisions are made. Omission of an occupation from this report does not imply that training for that occupation is inappropriate.

Labor market information is a guide when making labor market decisions, not the absolute answer. Users of labor market information should consider changes which occurred after data collection when making labor market decisions. These changes might be new industries and businesses, plant closures, layoffs, recessions and other economic fluctuations.

USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below:

| | |
|----------------------|--|
| Career Decisions | Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment. |
| Program Planning | This report provides local planners and administrators with employment and training, and placement data, as well as occupational size and expected growth rates. Program planners can use these data to evaluate, improve, and eliminate programs, or to plan new programs. |
| Curriculum Design | Training providers can use information about employers' requirements regarding the type of skills training they expect new employees to receive from vocational training programs. |
| Economic Development | Local governments and economic development agencies can use the supply/demand, occupational size, expected growth rates, and |

| |
|---------------------|
| INTRODUCTION |
|---------------------|

USAGE

wage data information to determine the suitability of Contra Costa County for business growth and development.

Program Marketing

Schools and other local training providers can market training programs more effectively by informing students, employers, and other members of the community that training programs are developed using reliable, locally-developed occupational data.

Human Resources Management

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

EMPLOYER NEEDS

The LMI program meets employers' needs by ensuring that training providers keep abreast of local employers' hiring requirements.

SELECTION OF OCCUPATIONS

Local users of labor market information helped select the occupations for survey at the Contra Costa Private Industry Council's annual community meeting. Among the participants were chamber of commerce representatives; business owners; human resources personnel; educators; vocational program administrators and counselors; Regional Occupational Program administrators; economic development practitioners; Department of Social Services GAIN personnel; employment and training representatives; Employment Development Department staff; representatives of community-based organizations; and union representatives.

LIST OF OCCUPATIONS

The following pages alphabetically lists the occupations surveyed in 1996, and all occupations studied in 1994 (first year of this program), 1995, and 1996 by Standard Industrial Classification (SIC) Code Divisions.

LIST OF OCCUPATIONS**1996 Surveyed Occupations in Alphabetical Order**

Bakers-Bread and Pastry
Bookkeeping, Accounting and Auditing Clerks, Including Bookkeepers
Chemical Engineers
Civil Engineering Technicians and Technologists
Cooks-Restaurant
Dental Assistants
Electrical and Electronic Engineers
Engineering, Mathematical, and Natural Sciences Managers
Food Preparation Workers
General Managers and Top Executives
Guards and Watch Guards
Hand Packers and Packagers
Human Service Workers
Janitors and Cleaners-Except Maids and Housekeeping Cleaners
Kindergarten Teachers
LAN/WAN (Local/Wide Area) Network Managers
Loan Officers and Counselors
Marketing, Advertising, and Public Relations Managers
Nurse Aides
Preschool Teachers
Receptionists and Information Clerks
Registered Nurses
Secretaries, Legal
Truck Drivers, Light-Include Delivery and Route Workers
Waiters and Waitresses

LIST OF OCCUPATIONS

OCCUPATIONS SURVEYED IN 1994, 1995 AND 1996 LISTED BY STANDARD INDUSTRIAL CLASSIFICATION (SIC) CODE DIVISIONS

Agriculture, Forestry, and Fishing (except agricultural services) - None

Mining - None

Construction

Carpenters, 1995
Civil Engrg. Technicians & Technologists, 1996
Construction Managers, 1995
Electricians, 1994
Painters, Paperhangers, 1995
Plumbers, Pipefitters, Steamfitters, 1994

Manufacturing

Biotechnologists, 1995
Chemical Engineers, 1996
Chemical Plant & Systems Operators 1995
Electrical & Electronic Engineers, 1996
Electrical & Electronic Engineer Techs., 1994
Machinists, 1995
Mechanical Engineers, 1995
Welders & Cutters, 1994

Transport., Communic., Electric, Gas & Sanitary Services

Driver/Sales Workers, 1995
Industrial Truck & Tractor Operators, 1995
Traffic, Shipping, & Receiving Clerks, 1995
Travel Agents, 1995

Wholesale Trade - None

Retail Trade

Bakers-Bread & Pastry, 1996
Cooks-Restaurant, 1996
1st Line Suprvs. & Mgrs. - Sales, 1995
Food Preparation Workers, 1996
Stock Clerks, 1995
Truck Drivers, Lt.-inc. Del. & Rte. Wkrs., 1996
Waiters & Waitresses, 1996

Finance, Insurance, and Real Estate

Accountants & Auditors, 1994
Bkkgp., Acctg. & Aud. Clerk, inc. Bkprs., 1996
Financial Managers, 1995
Loan Officers and Counselors, 1996

Services (including agricultural services)

Architectural

Drafters (CAD), 1994

Auto Repair

Automotive Mechanics, 1994

Business

Bill & Account Collectors, 1994
Data Entry Keyers - except Composing, 1995

Services (Business) - continued

1st Line Suprvs./Mgrs. - Clerical & Adm., 1994
General Office Clerks, 1994
Guards & Watch Guards, 1996
Hand Packers & Packagers, 1996
Janitors & Cleaners - except Maids & Housekeeping Cleaners, 1996
Loan & Credit Clerks, 1994
Receptionists & Information Clerks, 1996
Secretaries, General, 1995
Typists, including Word Processing, 1994

Computer

Computer Engineers, 1995
Computer Operators, 1994
Computer Programmers, inc. Aides, 1994
LAN/WAN(Local/Wide Area)Netwrk Mgrs, 1996
Systems Analysts - Elect. Data Processing, 1994

Educational

Instructional Aides, 1995
Kindergarten Teachers, 1996
Preschool Teachers, 1996
Teachers - Special Education, 1995
Teachers & Instrs., Voc. Ed. & Training, 1994
Vocational & Educational Counselors, 1994

Health

Dental Assistants, 1996
Home Health Care Workers, 1994
Medical & Clinical Lab Assistants, 1994
Medical Assistants, 1994
Medical Records Technicians, 1994

Nurse Aides, 1996

Pharmacy Technicians, 1995

Radiologic Technologists - Therapeutic, 1995

Registered Nurses, 1996

Legal

Paralegal Personnel, 1994
Secretaries, Legal, 1996

Management

Engr., Math., & Natural Sciences Mgrs., 1996
General Managers & Top Executives, 1996
Mktg., Advertising & Publ. Rel. Mgrs., 1996
Personnel, Training, & Labor Rels. Mgrs., 1995

Miscellaneous Services

Data Processing Equipment Repairers, 1994
Gardeners, Groundskeepers - except Farm, 1995
Hazardous Materials & Waste Technicians, 1994
Heat., Air Conditng. & Refrig. Mechanics., 1994
Human Service Workers, 1996
Maintenance Repairers - General Utility, 1994
Pest Controllers & Assistants, 1995

Public Administration - None

PROGRAM METHODS**CHAPTER 2****OCCUPATIONAL SELECTION**

The following process was used to select the occupations to be included in this program. Initially, criteria were identified by the Contra Costa Private Industry Council (PIC) Labor Market Information Coordinator to narrow down the list of occupations to be surveyed. The criteria were:

- the majority of occupations have a substantial employment base in the county
- the majority of occupations have a substantial number of job openings in the county

For these two criteria, occupational forecast tables prepared by the California Employment Development Department (EDD) were reviewed. These tables provide past, present and future employment by occupation and projected job growth rates for occupations in Contra Costa County. Using these tables, occupations that show a strong projected growth rate and/or have a substantial employment base, and are expected to have a substantial need for replacement employees, were initially selected by the LMI Coordinator.

A preliminary list of occupations was developed. This list was reviewed by local users of labor market information invited to a community meeting at the beginning of the program. With input from these users, occupations were dropped and others added until a final list of occupations to be studied was selected. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupations.

DEFINITION OF OCCUPATION

An occupation is the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method for classifying jobs used in the program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), or the Dictionary of Occupational Titles (DOT) developed by the Department of Labor. BLS uses the OES classification system nationwide to study staffing patterns within industries. The DOT is used nationwide to properly match jobs with workers.

SURVEY SAMPLE SELECTION

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification Manual. There are nine major industry groups which contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they provide.

PROGRAM METHODS**SURVEY SAMPLE SELECTION**

EDD staff, using detailed data bases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a registered nurse would generally work for a firm classified in the health services category, whereas a receptionist and information clerk may be scattered across several industries, such as health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by the LMI Specialist and employers were added and deleted, as appropriate, to obtain a sample of 40 employers. This process of adding and deleting employers included the following procedures:

- To the extent possible, staff attempted to verify the existence of the occupation at the company in the original sample. Many employers were eliminated from the sample at this time because they never hired in the occupation or no longer hired in the occupation due to downsizing and/or restructuring, they were no longer in business, or a local address or phone number could not be verified. Whenever it was determined that a firm hired in the occupation, a contact person's name was obtained, the study was described, and participation was encouraged.
- As necessary, other employers not selected for the original EDD sample were added to ensure a sample size of 40 employers. These employers were selected based on staff's knowledge of local firms, the Yellow Pages, or other directories of county firms.

QUESTIONNAIRE DEVELOPMENT

A basic questionnaire was used for all occupations. The LMI Specialist, with the assistance of EDD staff, developed a list of skills that was added to each questionnaire prior to beginning the survey.

SURVEY PROCEDURES

The following survey procedures were used:

- Questionnaires were mailed out to the sample of 40 employers for each occupation.
- Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire, via mail or fax. Employers were also given the opportunity to complete the questionnaire by phone.
- All surveys were reviewed to monitor accuracy and completeness. Employers were contacted if answers were unclear.
- If a sufficient number of responses could not be obtained from the finalized sample of 40 employers, additional employers were again identified to survey. This was necessary when an employer could not match the occupational description with a company position, or refused to participate in the survey.

PROGRAM METHODS**TABULATION AND RESULTS**

The local LMI Specialist entered survey responses into a database and tabulations were generated on computer software provided by EDD, with the exception of skills data, which were tabulated separately. From those tabulations, the data were analyzed and the final occupational summaries were prepared.

Each occupational summary contains information on training and hiring requirements, size of the occupation, employment trends, supply and demand, wages and fringe benefits, and other information.

Specific employer information is and will remain confidential.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION
CHAPTER 3

Following are descriptions of each section of the Occupational Summaries:

OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, updated for California as of July 1993, and the DOT, published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition, Revised in 1991.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

This section presents the amount and kinds of work experience, education, and skills required by responding employers. Also included in this section are typical employer preferences and key personal traits of those working in the occupation.

Training shows the percentage of responding employers who stated they would accept training as a substitute for experience **always, usually, sometimes, or never**. Employers were asked to describe what and how much training is needed.

Previous work experience required reports the number of months of previous experience that meet the qualifications of most employers. The months shown on this line represent a range stated by the responding employers.

Education of recent hires indicates the level of formal education that most of the recently hired employees in the occupation have. Because employers were asked to check one level of education only from the choices (less than high school, high school or equivalent, some college but no degree, associate 2 year degree, bachelor 4 year degree, or graduate study), whenever at least “some college” was selected, that percentage number was added to the “high school/equivalency” number to show 100 percent for high school or equivalency category.

Skills and qualifications required were rated as **very important** to **not important** by responding employers from a list included in the questionnaire. The **new skills** identified represent employers responses regarding the skills needed to perform the functions of the occupation over the next three years.

SIZE AND EMPLOYMENT OUTLOOK
SIZE

The size of a particular occupation refers to the estimated number of workers within Contra Costa County. Occupational size in Contra Costa County is measured using the following scale:

| | |
|-------------------|----------------|
| Small | Less than 459 |
| Medium | 459 to 917 |
| Large | 918 to 1987 |
| Very Large | 1988 and above |

TERMS USED IN OCCUPATIONAL SUMMARY SECTION

SIZE AND EMPLOYMENT OUTLOOK

OUTLOOK

In most cases, one of several standard terms will describe the expected growth rate for the outlook period.

| | |
|---------------------------------|------------------------------------|
| Much Faster than average | = 1.5 or more |
| Faster Than Average | = 1.1 to but not including 1.5 |
| Average | = 0.9 to but not including 1.1 |
| Slower Than Average | = Less than 0.9 but greater than 0 |
| Remain Stable | = Zero |
| Slow Decline | = Less than zero |

The projected average growth for Contra Costa County is 12.4 percent.

Unless otherwise noted, the employment trends are projected to seven years in the future. It is important not to overemphasize growth in an occupation.

For most occupations, more openings are the result of industry growth than of workers leaving the labor force (attrition) or changing occupations. Replacement openings are most numerous in occupations with relatively low training.

SUPPLY AND DEMAND ASSESSMENT

The terms presented in this section of the summary refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

| | |
|--------------------------|--|
| Great difficulty | Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when openings exist. |
| Some difficulty | Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. |
| Little difficulty | Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking. |
| No difficulty | Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants. |

The words almost all, most, many, some or few are used when showing percentage of responding employers' replies to an occupation's employment. The reader should use the following guidelines when these terms are used:

| | |
|-----------------------------|---|
| Almost All employers | More than 75 percent of the survey respondents |
| Most employers | 51-75 percent of the survey respondents |

| |
|---|
| TERMS USED IN OCCUPATIONAL SUMMARY SECTION |
|---|

SUPPLY AND DEMAND ASSESSMENT

| | |
|-----------------------|---|
| Many employers | 35-50 percent of the survey respondents |
| Some employers | 10-34 percent of the survey respondents |
| Few employers | Less than 10 percent of the survey respondents |

WAGES

The wage data enables comparison of salaries within certain ranges. Wage data do not represent official prevailing wages. The ranges represent information obtained primarily from employer surveys, with extreme answers excluded. LMI staff collected wage data in the summer and fall of 1996. Terms used to describe employees' experiences are:

| | |
|---------------------------------------|---|
| New hires, no experience | The wages of persons trained but with no paid experience in the occupation. |
| New hires, experienced | The wages paid to journey-level or experienced persons just starting at the firm. |
| Experienced, 3 years with firm | The wages generally paid to persons with three years' journey-level experience at the firm. |

MAJOR EMPLOYING INDUSTRIES

Types of industries shown in this section were derived from the Standard Industrial Classification (SIC) codes of responding employers.

RECRUITMENT

Recruitment lists main methods responding employers use to recruit employees.

OTHER INFORMATION

Promotional opportunities refers to advancement opportunities to a higher position. This information is obtained from the responding employers answers to the question regarding promotional possibilities from the occupation to a higher level position.

Hours shows the full-time, part-time, temporary/on-call, and seasonal status of employees reported by responding employers.

Related Dictionary of Occupational Titles (DOT) Code refers the reader to a related DOT code that users could refer to when researching occupations.

COG# refers the reader to EDD's California Occupational Guide bulletin.

1996 OCCUPATIONAL SUMMARIES**CHAPTER 4**

Twenty-five occupational summaries appear in this section. Data on these occupations were collected in the summer and fall of 1996. Changing economic conditions after the survey period could alter the results presented in these summaries.

BAKERS - BREAD AND PASTRY**1996 SURVEY**

DESCRIPTION: Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as speciality baked goods. **OES Code 650210**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 13%; **usually**, 20%; **sometimes**, 53%; and **never**, 13%. Training desired includes (none reported).

Previous work experience required: Responding employers report that previous work experience is required **always**, 33%; **usually**, 13%; **sometimes**, 33%; and **never**, 20%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: Less than high school, 13%; High school grad/equivalent, 87%; Some college, 7%; and bachelor's degree, 7%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|--|-----|
| Mastery of baking equipment | 1.9 | Ability to read and follow instructions | 2.5 |
| Pastry making skills | 1.8 | Oral communication skills | 2.2 |
| Pastry decorating skills | 1.7 | Ability to write legibly | 2.0 |
| Physical | | Basic math skills | 1.9 |
| Ability to stand continuously for 2 or more hours | 2.9 | Personal or Other | |
| Ability to lift at least 25 pounds repeatedly | 2.7 | Ability to work independently | 2.7 |
| Pass a pre-employment medical examination | 1.2 | Willingness to work with close supervision | 2.6 |
| | | Ability to work under pressure | 2.1 |

Additional qualifications desired: Training retention, and a willingness to do the job.

New skills needed over the next 3 years: Bilingual.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Medium (430 to 530 by 1999)

Projected new jobs: 100

Openings due to separations: 100

Projected growth between 1992-1999 is much faster than average, 23.3%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 60% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 30% expect it to grow, and few or 7% expect it to decline.

Responding employers reported 28 persons were hired in this occupation during the last 12 months. Of these, **many** 43% were from growth, **few** 7% from promotions, **many** 46% from turnover, and **few** 4% from temporary/on call positions.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS, INCLUDING BOOKKEEPERS**1996 SURVEY**

DESCRIPTION: Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, computer, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines. **OES Code 553380**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 6; **sometimes**, 75%; and **never**, 19%. Training desired includes OJT, accounting degree, bookkeeping, accounting and business experience.

Previous work experience required: Responding employers report that previous work experience is required **always**, 69%; **usually**, 25%; **sometimes**, 6%; and **never**, 0%. Most employers report that 12 to 24 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 44%; Associate's degree, 19%; and bachelor's degree, 13%. (Out of 16 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|---|-----|
| Bookkeeping skills | 2.9 | Basic math skills | 3.0 |
| Accounting skills | 2.8 | Ability to read and follow instructions | 3.0 |
| Ability to use spreadsheet software | 2.5 | Ability to write legibly | 2.5 |
| Telephone answering skills | 2.4 | Oral communication skills | 2.4 |
| Ability to write effectively | 2.4 | Personal or Other | |
| Ability to operate a 10-key adding machine by touch | 2.2 | Ability to pay attention to detail | 3.0 |
| Ability to use database software | 2.1 | Ability to perform routine, repetitive work | 2.9 |
| Ability to use word processing software | 2.1 | Willingness to work with close supervision | 2.5 |
| Bondable | 1.7 | Public contact skills | 2.0 |
| Ability to conduct an audit | 1.6 | Ability to work independently | 1.8 |
| Payroll processing skills | 1.0 | | |

Additional qualifications desired: Ability to work with people, ability to get along with others, and ability to work under pressure.

New skills needed over the next 3 years: Computer knowledge, computerized bookkeeping and accounting, Excel, and Lotus 1,2,3.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (6140 to 6360 by 1999)

Projected new jobs: 220

Openings due to separations: 790

Projected growth between 1992-1999 is slower than average, 3.6%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 50% of employers responding expect this occupation's employment to remain stable over the next 3 years, **many** or 44% expect it to grow, and **few** or 6% expect it to decline.

Responding employers reported 16 persons were hired in this occupation during the last 12 months. Of these, **few** 6% were from growth, **most** 63% from turnover, **some** 13% from promotions, and **some** 19% from temporary/on call positions.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

| | |
|----------------------------|--|
| 77 Jobs Represented | BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS |
|----------------------------|--|

HOURLY WAGES**UNION/NON-UNION**

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 6.62 | \$15.82 | \$ 9.27 |
| New hires, experienced | \$ 7.50 | \$17.26 | \$11.83 |
| Experienced, 3 years with Firm | \$10.46 | \$20.14 | \$12.90 |

Union firms pay slightly lower than top wages.

(Out of 16 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | |
|-------------------|------|
| Medical insurance | 88% |
| Dental insurance | 75% |
| Vision insurance | 50% |
| Life insurance | 50% |
| Paid sick leave | 94% |
| Paid vacation | 100% |
| Retirement plan | 75% |
| Child care | 6% |

Offered P/T employees (19 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 25% |
| Dental insurance | 25% |
| Vision insurance | 13% |
| Life insurance | 13% |
| Paid sick leave | 31% |
| Paid vacation | 31% |
| Retirement plan | 19% |
| Child care | 0% |

(Out of 16 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Residential care, grocery stores, painting and paper hanging, employment agencies, civic and social associations, single family housing construction, offices and clinics of dentists, real estate agents and managers, repair services, and petroleum refining.

RECRUITMENT PRACTICES USED

| | | | |
|--------------------------|-----|------------------------------------|-----|
| Employees referrals | 50% | Public school or program referrals | 25% |
| Newspaper ads | 81% | Private employment agencies | 31% |
| Private school referrals | 13% | Promotions/transfers | 69% |
| EDD | 25% | | |

(Out of 16 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Project Accountant, Senior or Full Charge Bookkeeper, Supervisor, and Manager.

Responding employers reported employees worked the following hours: **Almost all** work full-time 41 hrs/wk, **few** work full-time 32 hrs/wk, **few** work part-time 18 hrs/wk, and **few** work temporary on/call 8 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** 210.382-014, 160.162-014, 216.482-010, 210.382-010

For more information, see COG #26

Contra Costa County, 1996

112 Jobs Represented**BAKERS - BREAD AND PASTRY****HOURLY WAGES**

| EXPERIENCE | NON-UNION | | | UNION | | |
|--------------------------------|-----------|---------|---------|---------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$ 5.00 | \$ 8.00 | \$ 6.38 | \$ 6.59 | \$ 6.60 | \$ 6.60 |
| New hires, experienced | \$ 6.00 | \$10.00 | \$ 8.00 | \$ 8.00 | \$ 8.13 | \$ 8.07 |
| Experienced, 3 years with Firm | \$ 8.00 | \$12.00 | \$10.50 | \$10.45 | \$10.45 | \$10.45 |

(Out of 15 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | |
|-------------------|-----|
| Medical insurance | 86% |
| Dental insurance | 71% |
| Vision insurance | 50% |
| Life insurance | 21% |
| Paid sick leave | 43% |
| Paid vacation | 71% |
| Retirement plan | 50% |
| Child care | 0% |

Offered P/T employees (26 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 29% |
| Dental insurance | 29% |
| Vision insurance | 29% |
| Life insurance | 7% |
| Paid sick leave | 29% |
| Paid vacation | 29% |
| Retirement plan | 14% |
| Child care | 0% |

(Out of 15 firms responding, 14 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Retail bakeries, grocery stores, eating places, and groceries & related products companies.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 87% | Public school or program referrals | 7% |
| Newspaper ads | 80% | Private employment agencies | 7% |
| Unsolicited applicants | 33% | Promotions/transfers | 33% |
| Job Fairs | 7% | EDD | 13% |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Line Cook, Production Supervisor, and Department Manager.

Responding employers reported employees worked the following hours: **Most** work full-time 40 hrs/wk, and **some** work part-time 26 hrs/wk.

DESCRIPTION: Chemical Engineers apply the principles and technology of chemistry, physics, and engineering to design chemical plant equipment and devise processes for manufacturing chemicals and products such as gasoline, synthetic rubber, plastics, detergents, and paper and pulp. Does not include Sales Engineers. **OES Code 221140**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 20%; **usually**, 7%; **sometimes**, 33%; and **never**, 40%. Training desired includes chemical engineer degree, chemistry, engineering, and computers.

Previous work experience required: Responding employers report that previous work experience is required **always**, 40%; **usually**, 13%; **sometimes**, 47%; and **never**, 0%. Most employers report that 24 to 60 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Bachelor's degree, 87%; and graduate study, 13%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Personal or Other | |
|--|-----|--|-----|
| Ability to analyze and solve problems | 3.0 | Ability to work as part of a team | 3.0 |
| Investigative research skills | 3.0 | Ability to work independently | 3.0 |
| Ability to interpret data | 3.0 | Willingness to work with close supervision | 2.8 |
| Ability to write detailed technical instructions | 3.0 | Ability to make decisions | 2.7 |
| Ability to use computer applications in research | 2.7 | Possession of mechanical aptitude | 2.2 |
| Ability to write effectively | 2.7 | Creativity | 2.2 |
| Understanding of electrical technology | 2.3 | | |
| Computer assisted design (CAD) skills | 1.6 | | |
| Basic | | | |
| Ability to read and follow instructions | 3.0 | | |
| Oral communication skills | 3.0 | | |
| Ability to write legibly | 2.7 | | |

Additional qualifications desired: Ability to organize work.

New skills needed over the next 3 years: Speciality software knowledge, spreadsheet, word processing, database, desktop publishing, computer modeling, LAN, and project management.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Medium (770 to 840 by 1999)

Projected new jobs: 70

Openings due to separations: 130

Projected growth between 1992-1999 is slower than average, 9.1%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Almost all or 80% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 20% expect it to grow.

Responding employers reported 12 persons were hired in this occupation during the last 12 months. Of these, **some** 25% were from promotions, **many** 42% from turnover, **some** 17% from growth, and **some** 17% from temporary on/call positions.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

HOURLY WAGES

NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$14.38 | \$21.58 | \$19.18 |
| New hires, experienced | \$15.82 | \$31.17 | \$21.17 |
| Experienced, 3 years with Firm | \$17.74 | \$62.50 | \$26.24 |

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 93% |
| Vision insurance | 71% |
| Life insurance | 86% |
| Paid sick leave | 100% |
| Paid vacation | 100% |
| Retirement plan | 100% |
| Child care | 7% |

Offered P/T employees (15 hrs/wk)

| | |
|-------------------|----|
| Medical insurance | 7% |
| Dental insurance | 7% |
| Vision insurance | 7% |
| Life insurance | 0% |
| Paid sick leave | 7% |
| Paid vacation | 7% |
| Retirement plan | 7% |
| Child care | 0% |

(Out of 15 firms responding, 14 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Petroleum refining, industrial inorganic chemicals, industrial organic chemicals, engineering services, papermills, and business consulting.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 13% | Public school or program referrals | 33% |
| Newspaper ads | 20% | Private employment agencies | 27% |
| Unsolicited applicants | 27% | Promotions/transfers | 53% |
| EDD | 20% | Other | 20% |
| Union hall referrals | 7% | | |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Supervisor, project scientist, project manager, production manager, department manager, division manager, plant manager, and technical director of management.

Responding employers reported employees worked the following hours: **Almost all** work full-time 42 hrs/wk, **few** work part-time 15 hrs/wk, **few** work temporary/on call 10 hrs/wk.

CIVIL ENGINEERING TECHNICIANS AND TECHNOLOGISTS**1996 SURVEY**

DESCRIPTION: Civil Engineering Technicians and Technologists apply the theory and principles of civil engineering in planning, designing, and overseeing the construction and maintenance of structures and facilities, under the direction of engineering staff and physical scientists. **OES Code 225020**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 87%; and **never**, 13%. Training desired includes Civil Engineering degree.

Previous work experience required: Responding employers report that previous work experience is required **always**, 27%; **usually**, 40%; **sometimes**, 33%; and **never**, 0%. Most employers report that 24 to 36 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 7%; Associate's degree, 13%; and bachelor's degree, 73%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

Technical

| | |
|---|-----|
| Ability to write effectively | 2.9 |
| Ability to perform advanced mathematical computations | 2.8 |
| Ability to read blueprints | 2.8 |
| Ability to calculate weight, volume, stress factors | 2.8 |
| Knowledge of surveying | 2.4 |
| Knowledge of structural building design | 2.0 |
| Knowledge of cost estimating | 1.9 |
| Computer assisted design (CAD) skills | 1.9 |
| Knowledge of transportation facility design | 1.8 |
| Knowledge of hydraulics | 1.7 |

Basic

| | |
|---|-----|
| Ability to follow oral instructions | 3.0 |
| Ability to read and follow instructions | 3.0 |
| Oral communication skills | 2.8 |
| Ability to write legibly | 2.5 |

Personal or Other

| | |
|--|-----|
| Ability to work independently | 2.6 |
| Willingness to work with close supervision | 2.0 |

Additional qualifications desired: Team work, good follow-up, dependable, ability to solve problems, ability to manage priorities, enthusiasm, motivation and willingness to learn, understanding of the importance of a client service attitude in all work activities.

New skills needed over the next 3 years: Computer training, computer assisted drafting, internet usage, software design, Windows 95, and local area network.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Small (360 to 470 by 1999)

Projected new jobs: 110

Openings due to separations: 60

Projected growth between 1992-1999 is much faster than average, 30.6%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 57% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **many** or 43% expect it to grow.

Responding employers reported 52 persons were hired in this occupation during the last 12 months. Of these, **most** 60% were from temporary/on call positions, **some** 19% from turnover, **some** 15% from growth, and **few** 6% from promotions.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

127 Jobs Represented**CIVIL ENGINEERING TECHNICIANS AND TECHNOLOGISTS****HOURLY WAGES**

| EXPERIENCE | NON-UNION | | | UNION | | |
|--------------------------------|-----------|---------|---------|---------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$ 9.59 | \$17.05 | \$12.71 | \$12.00 | \$12.00 | \$12.00 |
| New hires, experienced | \$11.99 | \$25.00 | \$17.61 | \$13.63 | \$17.05 | \$13.00 |
| Experienced, 3 years with Firm | \$14.38 | \$30.00 | \$20.79 | \$16.00 | \$20.03 | \$16.00 |

(Out of 15 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 87% |
| Vision insurance | 53% |
| Life insurance | 47% |
| Paid sick leave | 100% |
| Paid vacation | 100% |
| Retirement plan | 67% |
| Child care | 7% |

Offered P/T employees (40 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 13% |
| Dental insurance | 7% |
| Vision insurance | 0% |
| Life insurance | 7% |
| Paid sick leave | 7% |
| Paid vacation | 7% |
| Retirement plan | 7% |
| Child care | 0% |

(Out of 15 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Engineering services, testing laboratories, surveying services, and industrial inorganic chemical companies.

RECRUITMENT PRACTICES USED

| | | | |
|--------------------------|-----|------------------------------------|-----|
| Employees referrals | 60% | Public school or program referrals | 7% |
| Newspaper ads | 73% | Private employment agencies | 40% |
| Unsolicited applicants | 33% | Promotions/transfers | 47% |
| Private school referrals | 7% | | |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Junior Engineer, Civil Engineer, Associate Engineer, Senior Engineer, Principal Civil Engineer, Production Manager, Project Manager, and Plant Manager.

Responding employers reported employees worked the following hours: **Most** work full-time 41 hrs/wk, **some** work temporary/on call 38 hrs/wk, **some** work seasonal 42 hrs/wk, and **few** work part-time 40 hrs/wk.

Related Dictionary of Occupational Titles (DOT) Code: 005.261-014

For more information, see COG #39

Contra Costa County, 1996

COOKS - RESTAURANT**1996 SURVEY**

DESCRIPTION: Restaurant cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu. **OES Code 650260**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 13%; **usually**, 38%; **sometimes**, 44%; and **never**, 6%. Training desired includes completion of cooking school.

Previous work experience required: Responding employers report that previous work experience is required **always**, 31%; **usually**, 19%; **sometimes**, 44%; and **never**, 6%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: Less than high school, 13%; and high school grad/equivalent, 88%.
(Out of 16 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|--|-----|
| Food baking skills | 2.0 | Ability to read and follow instructions | 2.5 |
| Ability to write effectively | 1.9 | Oral communication skills | 2.4 |
| Ability to plan and organize the work of others | 1.9 | Ability to write legibly | 2.1 |
| Meat carving skills | 1.7 | Basic math skills | 1.5 |
| Ability to cook ethnic foods | 1.6 | Personal or Other | |
| Pastry making skills | 1.6 | Ability to work under pressure | 2.7 |
| Sauce making skills | 1.6 | Willingness to work with close supervision | 2.7 |
| Food buying skills | 1.5 | Ability to work independently | 2.3 |
| Menu planning skills | 1.2 | | |
| Physical | | | |
| Ability to stand continuously for 2 or more hours | 2.8 | | |
| Ability to lift at least 30 pounds repeatedly | 2.3 | | |
| Ability to pass a pre-employment medical exam | 1.4 | | |

Additional qualifications desired: Good attendance, good attitude, ability to communicate well with others, understand customer service, bilingual, and ability to complete work in a timely manner.

New skills needed over the next 3 years: Knowledge of new cooking machinery..

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1610 to 1980 by 1999)

Projected new jobs: 370

Openings due to separations: 370

Projected growth between 1992-1999 is much faster than average, 23%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4 %)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Almost all or 81% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 19% expect it to grow.

Responding employers reported 57 persons were hired in this occupation during the last 12 months. Of these, **most** 60% were from growth, **some** 30% from turnover, and **some** 11% from promotions.

Almost all = more than 75%, **Most** = 51 to 75 %, **Many** = 35% to 50%, **Some** = 10% to 34%, **Few** = less than 10%

Contra Costa County, 1996

HOURLY WAGES

NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 4.25 | \$10.00 | \$ 6.75 |
| New hires, experienced | \$ 5.00 | \$12.00 | \$ 8.00 |
| Experienced, 3 years with Firm | \$ 8.00 | \$15.00 | \$10.00 |

(Out of 16 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|-----|
| Medical insurance | 88% |
| Dental insurance | 63% |
| Vision insurance | 31% |
| Life insurance | 31% |
| Paid sick leave | 31% |
| Paid vacation | 75% |
| Retirement plan | 38% |
| Child care | 0% |

Offered P/T employees (24 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 19% |
| Dental insurance | 19% |
| Vision insurance | 13% |
| Life insurance | 6% |
| Paid sick leave | 25% |
| Paid vacation | 25% |
| Retirement plan | 6% |
| Child care | 0% |

(Out of 16 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Eating places, bar and grills, restaurants, cafes, and residential care.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 75% | Public school or program referrals | 19% |
| Newspaper ads | 75% | Private employment agencies | 6% |
| Unsolicited applicants | 25% | Promotions/transfers | 50% |
| EDD | 25% | Job fairs | 6% |

(Out of 16 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Lead Chef, Head Cook, Supervisor, and Manager.

Responding employers reported employees worked the following hours: **Most** work full-time 41 hrs/wk, and **some** work part-time 24 hrs/wk.

DESCRIPTION: Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required. **OES Code 660020**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 11%; **usually**, 11%; **sometimes**, 68%; and **never**, 11%. Training desired includes Registered Dental Assistant's license, and x-ray license.

Previous work experience required: Responding employers report that previous work experience is required **always**, 32%; **usually**, 53%; **sometimes**, 11%; and **never**, 5%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 53%; and associate's degree, 11%. (Out of 19 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|--|-----|
| Knowledge of dental materials | 3.0 | Ability to follow oral instructions | 3.0 |
| Possession of a registered Dental Assistant (RDA) Certificate | 2.9 | Oral communication skills | 3.0 |
| Ability to write effectively | 2.8 | Ability to read and follow instructions | 3.0 |
| Possession of a Radiation Safety Certificate | 2.8 | Ability to write legibly | 2.9 |
| Telephone answering skills | 2.7 | Basic math skills | 2.5 |
| Record keeping skills | 2.6 | Personal or Other | |
| Ability to perform or assist with dental procedures | 2.4 | Good grooming skills | 3.0 |
| Completion of courses in biological sciences | 2.1 | Willingness to work with close supervision | 3.0 |
| Understanding of coronal polishing | 2.0 | Public contact skills | 3.0 |
| Ability to follow billing procedures | 1.5 | Ability to work independently | 3.0 |
| Ability to complete and explain insurance forms | 1.4 | | |
| Ability to do ultrasonic scaling | 1.0 | | |

Additional qualifications desired: Ability to anticipate what will be needed and take initiative, self motivated, orthodontia assisting, ability to take criticism, learn new skills, empathetic, willingness to learn new procedures, and hard worker.

New skills needed over the next 3 years: Computer skills, knowledge of new materials, cosmetic work, and lab work/bleach trays.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Medium (790 to 960 by 1999)

Projected new jobs: 170

Openings due to separations: 150

Projected growth between 1992-1999 is much faster than average, 21.5%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty finding experienced and inexperienced applicants who meet their hiring standards.

Most or 74% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 26% expect it to grow.

Responding employers reported 21 persons were hired in this occupation during the last 12 months. Of these **almost all** 76% were from turnover, **some** 19% from growth, and **few** 5% from temporary/on call positions.

Almost all = more than 75%, Most = 51 to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

HOURLY WAGES

NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 7.00 | \$13.00 | \$10.00 |
| New hires, experienced | \$10.00 | \$16.00 | \$12.00 |
| Experienced, 3 years with Firm | \$11.75 | \$20.00 | \$15.00 |

(Out of 19 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|-----|
| Medical insurance | 53% |
| Dental insurance | 63% |
| Vision insurance | 5% |
| Life insurance | 5% |
| Paid sick leave | 89% |
| Paid vacation | 84% |
| Retirement plan | 63% |
| Child care | 11% |

Offered P/T employees (20 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 0% |
| Dental insurance | 16% |
| Vision insurance | 0% |
| Life insurance | 0% |
| Paid sick leave | 5% |
| Paid vacation | 5% |
| Retirement plan | 5% |
| Child care | 0% |

(Out of 19 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Dental offices and clinics.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------------------|-----|-----------------------------|-----|
| Employees referrals | 74% | Private employment agencies | 26% |
| Newspaper ads | 68% | Private school referrals | 11% |
| Public school or program referrals | 32% | | |

All recruiting methods ranking below 6% were not mentioned.

(Out of 19 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Licensed Dental Assistant and various business office positions.

Responding employers reported employees worked the following hours: **Most** work full-time 38 hrs/wk, **few** work full-time 32 hrs/wk, **some** work part-time 20 hrs/wk, and **few** work temporary/on call 15 hrs/wk.

DESCRIPTION: Electrical and Electronic Engineers design, develop, test and supervise the manufacture and installation of electrical and electronic equipment, components or systems, computers and related equipment and systems for commercial, industrial, military or scientific use. Does not include Sales Engineers. **OES Code 221260**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 7%; **usually**, 27%; **sometimes**, 13%; and **never**, 53%. Training desired includes Electrical Engineering degree, and State Certified Technician Certificate.

Previous work experience required: Responding employers report that previous work experience is required **always**, 67%; **usually**, 20%; **sometimes**, 13%; and **never**, 0%. Most employers report that 12 to 36 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 13%; Associate's degree, 13%; Bachelor's degree, 47%; and graduate study, 7%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|---|-----|
| Ability to use engineering applications software | 2.8 | Ability to read and follow instructions | 3.0 |
| Knowledge of microcomputer hardware and operating systems | 2.7 | Ability to write legibly | 2.8 |
| Knowledge of telecommunications equipment | 2.7 | Oral communication skills | 1.8 |
| Ability to design telecommunications networks | 2.7 | Personal or Other | |
| Computer assisted design (CAD) skills | 2.5 | Ability to work independently | 2.9 |
| Digital circuitry design skills | 2.3 | Willingness to work with close supervision | 2.6 |
| Report writing skills | 2.3 | Ability to secure a military security clearance | 1.0 |
| Ability to write technical material | 2.1 | | |
| Ability to use Borland C++ programming language | 2.1 | | |
| Ability to design analog circuitry | 2.0 | | |
| Knowledge of UNIX | 1.5 | | |
| Engineering programming skills | 1.5 | | |
| Industrial design skills | 1.2 | | |
| Scientific programming skills | 1.0 | | |

Additional qualifications desired: Industry specific background.

New skills needed over the next 3 years: New software programs, electronic communications, programming, telecommunications network knowledge, and computer assisted drafting.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1300 to 1540 by 1999)

Projected new jobs: 240

Openings due to separations: 200

Projected growth between 1992-1999 is faster than average, 18.5%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 67% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 33% expect it to grow.

Responding employers reported 18 persons were hired in this occupation during the last 12 months. Of these, **most** 67% were from growth, **some** 17% from turnover, and **some** 17% from promotions.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

HOURLY WAGES

| EXPERIENCE | UNION | | | NON-UNION | | |
|--------------------------------|---------|---------|---------|-----------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$12.00 | \$24.73 | \$18.36 | \$ 6.00 | \$19.18 | \$19.00 |
| New hires, experienced | \$15.00 | \$27.35 | \$21.18 | \$ 7.00 | \$35.00 | \$19.18 |
| Experienced, 3 years with Firm | \$20.00 | \$27.35 | \$23.68 | \$ 9.00 | \$40.00 | \$21.58 |

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 93% |
| Dental insurance | 87% |
| Vision insurance | 73% |
| Life insurance | 53% |
| Paid sick leave | 100% |
| Paid vacation | 100% |
| Retirement plan | 87% |
| Child care | 13% |

Offered P/T employees (23 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 13% |
| Dental insurance | 13% |
| Vision insurance | 7% |
| Life insurance | 13% |
| Paid sick leave | 13% |
| Paid vacation | 13% |
| Retirement plan | 13% |
| Child care | 0% |

(Out of 15 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Telephone communications, petroleum refining, engineering services, electrical work, electrical components, government, gas and other services combined, business services, and surveying services.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 60% | Public school or program referrals | 20% |
| Newspaper ads | 47% | Private employment agencies | 67% |
| Unsolicited applicants | 33% | Promotions/transfers | 53% |
| EDD | 27% | Private school referrals | 7% |
| Union hall referrals | 13% | | |

(Out of 15 firms responding, all answered this question)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Advanced Engineer, Senior Specialist, Principal Engineer, Senior Engineer, Telecommunications Foreman, Assistant Manager, and Project Manager.

Responding employers reported employees worked the following hours: **Almost all** employees work full-time 40 hrs/wk, and **few** work part-time 23 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** 003.061-010, 003.061-030

For more information, see COG #12

Contra Costa County, 1996

DESCRIPTION: Engineering, Mathematical, and Natural Sciences Managers plan, organize, direct or coordinate activities in such fields as architecture, electronic data processing, engineering, life sciences, physical sciences, statistics and systems analysis. These persons spend the greatest portion of their time in managerial work for which a background consistent with that described for engineers, mathematicians or natural scientists is required. **OES Code 130170**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 60%; and **never**, 40%. Training desired includes an Engineering degree.

Previous work experience required: Responding employers report that previous work experience is required **always**, 93%; **usually**, 7%; **sometimes**, 0%; and **never**, 0%. Most employers report that 60 to 120 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Bachelor's degree, 67%; and graduate study, 33%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

Technical

| | |
|---|-----|
| Ability to write effectively | 2.9 |
| Ability to perform advanced mathematical calculations | 2.9 |
| Ability to use forecasting techniques | 2.6 |
| Ability to use computer controlled processes | 2.5 |
| Ability to analyze statistics | 2.5 |
| Knowledge of biological sciences | 2.3 |
| Completion of computer science courses | 2.0 |
| Ability to hire and assign personnel | 1.8 |
| Ability to use engineering applications | 1.6 |
| Computer assisted design (CAD) skills | 1.3 |

Basic

| | |
|---|-----|
| Oral communication skills | 2.5 |
| Personal or Other | |
| Ability to work as part of a team | 3.0 |
| Ability to make decisions | 2.9 |
| Ability to work independently | 2.9 |
| Ability to maintain good business relationships | 2.6 |

Additional qualifications desired: Statistical analysis.

New skills needed over the next 3 years: Computer operations, spreadsheet, word processing, database, desktop publishing, computer aided drafting, Windows, Microsoft projects, graphics, 3D studio animation, LAN administration, internet, and team building.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1180 to 1460 by 1999)

Projected new jobs: 280

Openings due to separations: 130

Projected growth between 1992-1999 is much faster than average, 23.7%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 53% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **many** or 47% expect it to grow.

Responding employers reported 63 persons were hired in this occupation during the last 12 months. Of these, **almost all** 83% were from growth, **few** 6% from turnover, **few** 8% from promotions, and **few** 3% from temporary/on call positions.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

143 Jobs Represented**ENGINEERING, MATHEMATICAL, AND NATURAL SCIENCES MANAGERS****HOURLY WAGES****NON-UNION**

| EXPERIENCE | LOW | HIGH | MEDIAN |
|---------------------------------------|----------------|----------------|----------------|
| New hires, no experience | \$ 9.59 | \$16.78 | \$14.38 |
| New hires, experienced | \$13.43 | \$30.69 | \$25.97 |
| Experienced, 3 years with Firm | \$14.38 | \$45.00 | \$28.99 |

(Out of 15 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | |
|-------------------|------|
| Medical insurance | 93% |
| Dental insurance | 80% |
| Vision insurance | 67% |
| Life insurance | 80% |
| Paid sick leave | 100% |
| Paid vacation | 100% |
| Retirement plan | 93% |
| Child care | 7% |

Offered P/T employees (13 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 20% |
| Dental insurance | 20% |
| Vision insurance | 20% |
| Life insurance | 20% |
| Paid sick leave | 13% |
| Paid vacation | 13% |
| Retirement plan | 13% |
| Child care | 7% |

Other full-time benefits: Disability insurance.

(Out of 15 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Engineering services, commercial physical research, industrial inorganic chemicals, testing laboratories, repair services, and offices & clinics of medical doctors.

RECRUITMENT PRACTICES USED

| | | | |
|--------------------------|-----|------------------------------------|-----|
| Employees referrals | 53% | Public school or program referrals | 13% |
| Newspaper ads | 53% | Private employment agencies | 53% |
| Unsolicited applicants | 27% | Promotions/transfers | 60% |
| Private school referrals | 7% | Other | 27% |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Associate, Technical Services Manager, Operations Manager, and Plant Manager.

Responding employers reported employees worked the following hours: **Almost all** work full-time 42 hrs/wk, **few** work part-time 13 hrs/wk, and **few** work temporary/on call 26 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 007.167-014, 019.167-014**

For more information, see COG #66

Contra Costa County, 1996

FOOD PREPARATION WORKERS**1996 SURVEY**

DESCRIPTION: Food preparation workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen. **OES Code 650380**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 17%; **usually**, 38%; **sometimes**, 42%; and **never**, 4%. Training desired includes food service work, prep cook and assistant cook.

Previous work experience required: Responding employers report that previous work experience is required **always**, 8%; **usually**, 33%; **sometimes**, 42%; and **never**, 17%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: Less than high school, 21%; High school grad/equivalent, 79%; Some college, 13%; and bachelor's degree, 4%. (Out of 24 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

Technical

| | |
|--|-----|
| Knowledge of sanitary work environment | 2.5 |
| Ability to handle multiple food orders in a timely fashion | 2.4 |
| Certified as a food handler | 2.0 |
| Sandwich making skills | 1.9 |
| Salad making skills | 1.9 |
| Ability to operate a cash register | 1.0 |

Physical

| | |
|---|-----|
| Ability to work rapidly | 2.8 |
| Ability to stand continuously for 2 or more hours | 2.8 |
| Ability to lift at least 30 pounds repeatedly | 1.9 |
| Ability to pass a pre-employment medical exam | 1.2 |

Basic

| | |
|---|-----|
| Ability to follow oral instructions | 2.9 |
| Oral communication skills | 2.6 |
| Ability to read and follow instructions | 2.5 |
| Ability write legibly | 1.7 |
| Basic math skills | 1.6 |

Personal or Other

| | |
|--|-----|
| High standards of personal cleanliness | 2.9 |
| Ability to work under pressure | 2.7 |
| Ability to work independently | 2.6 |
| Willingness to work with close supervision | 2.5 |
| Public contact skills | 2.2 |

Additional qualifications desired: Must like elderly people, must exercise patience, must have desire to help, friendly personality, good attendance record, must get along with co-workers, good math skills, the ability to think and reason, and an understanding of product quality.

New skills needed over the next 3 years: Fax machine, and sanitation certification.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (3630 to 4330 by 1999)

Projected new jobs: 700

Openings due to separations: 960

Projected growth between 1992-1999 is much faster than average, 19.3%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 54% of employers responding expect this occupation's employment to remain stable over the next 3 years, **many** or 46% expect it to grow.

Responding employers reported 69 persons were hired in this occupation during the last 12 months. Of these, **many** 48% were from turnover, **some** 28% from growth, **some** 22% from promotions and **few** 3% from temporary/on call positions.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

154 Jobs Represented**FOOD PREPARATION WORKERS****HOURLY WAGES**

| EXPERIENCE | NON-UNION | | | UNION | | |
|--------------------------------|-----------|----------|---------|---------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$ 5.00 | \$ 9.59 | \$ 6.00 | \$ 4.25 | \$ 6.62 | \$ 6.59 |
| New hires, experienced | \$ 5.00 | \$ 10.55 | \$ 6.50 | \$ 7.00 | \$ 8.13 | \$ 7.50 |
| Experienced, 3 years with Firm | \$ 6.50 | \$ 11.99 | \$ 8.25 | \$ 8.00 | \$10.46 | \$10.45 |

(Out of 24 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | |
|-------------------|-----|
| Medical insurance | 90% |
| Dental insurance | 85% |
| Vision insurance | 60% |
| Life insurance | 55% |
| Paid sick leave | 75% |
| Paid vacation | 95% |
| Retirement plan | 70% |
| Childcare | 0% |

Offered P/T employees (22 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 45% |
| Dental insurance | 45% |
| Vision insurance | 35% |
| Life insurance | 30% |
| Paid sick leave | 45% |
| Paid vacation | 45% |
| Retirement plan | 35% |
| Childcare | 0% |

(Out of 24 firms responding, 20 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Eating places, restaurants, supermarkets, cafes, bar & grills, residential care, elementary and secondary schools, hotels, and civic & social associations.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 78% | Public school or program referrals | 17% |
| Newspaper ads | 70% | Private employment agencies | 4% |
| Unsolicited applicants | 26% | Promotions/transfers | 61% |
| EDD | 35% | Private school referrals | 4% |
| Other | 9% | | |

(Out of 24 firms responding, 23 answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Food Clerk, Line Cook, Second Cook, Sous Chef, Banquet Chef, Executive Chef, Supervisor, and Manager.

Responding employers reported employees worked the following hours: **Most** work full-time 39 hrs/wk, **few** work full-time 34 hrs/wk, **many** work part-time 22 hrs/wk, and **few** work temporary/on call 5 hrs/wk.

Related Dictionary of Occupational Titles (DOT) Code: 316.684-014, 317.664-010, 318.687-010, 319-484-010

For more information, see COG # N/A

Contra Costa County, 1996

DESCRIPTION: General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise. **OES Code 190050**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 21%; and **never**, 79%. Training desired includes management, supervision, and an accounting degree.

Previous work experience required: Responding employers report that previous work experience is required **always**, 95%; **usually**, 5%; **sometimes**, 0% and **never**, 0%. Most employers report that 12 to 60 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 21%; Bachelor's degree, 37%; and graduate study, 26%. (Out of 19 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|--|-----|-----------------------------------|-----|
| Ability to give oral instructions | 3.0 | Oral communication skills | 3.0 |
| Ability to interpret data | 3.0 | Personal or Other | |
| Ability to plan and organize the work of others | 3.0 | Leadership skills | 3.0 |
| Ability to take charge and handle the unexpected | 2.9 | Ability to work under pressure | 3.0 |
| Ability to analyze data to solve problems | 2.9 | Skill in setting work priorities | 3.0 |
| Ability to hire/assign personnel | 2.7 | Ability to work independently | 3.0 |
| Ability to write effectively | 2.6 | Ability to motivate others | 3.0 |
| Performance appraisal skills | 2.5 | Ability to maintain good business | |
| Knowledge of economic principles | 2.3 | relationships | 3.0 |
| Knowledge of financial planning | 2.2 | Public contact skills | 2.8 |
| Knowledge of business math | 2.2 | | |

Additional qualifications desired: Assertiveness, professionalism, dependability, and experience in the industry.

New skills needed over the next 3 years: Computer skills, spreadsheet, word processing, database, desktop publishing, general accounting programs, materiel requisition production and estimator programs, Windows, and internet.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (7970 to 8560 by 1999)

Projected new jobs: 590

Openings due to separations: 840

Projected growth between 1992-1999 is slower than average, 7.4%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced applicants and great difficulty in finding inexperienced applicants who meet their hiring standards.

Most or 68% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 32% expect it to grow.

Responding employers reported 26 persons were hired in this occupation during the last 12 months. Of these, **many** 46% were from growth, **many** 38% from promotions, and **some** 15% from turnover.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

116 Jobs Represented**GENERAL MANAGERS AND TOP EXECUTIVES****HOURLY WAGES****UNION/NON-UNION**

| EXPERIENCE | LOW | HIGH | MEDIAN |
|---------------------------------------|----------------|----------------|----------------|
| New hires, no experience | \$ 8.72 | \$28.77 | \$17.51 |
| New hires, experienced | \$ 9.59 | \$47.95 | \$20.14 |
| Experienced, 3 years with Firm | \$11.99 | \$55.14 | \$23.01 |

(Out of 19 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | |
|-------------------|------|
| Medical insurance | 95% |
| Dental insurance | 84% |
| Vision insurance | 68% |
| Life insurance | 58% |
| Paid sick leave | 95% |
| Paid vacation | 100% |
| Retirement plan | 84% |
| Child care | 0% |

Offered P/T employees (23 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 16% |
| Dental insurance | 11% |
| Vision insurance | 16% |
| Life insurance | 11% |
| Paid sick leave | 16% |
| Paid vacation | 16% |
| Retirement plan | 11% |
| Child care | 0% |

(Out of 19 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Grocery stores, petroleum refining, apartment building operators, building maintenance services, real estate agents and managers, computer programming services, single family housing construction, local government, eating places, miscellaneous retail stores business services, and automotive repair shops.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|-----------------------------|-----|
| Employees referrals | 26% | Private referrals | 11% |
| Newspaper ads | 37% | Private employment agencies | 26% |
| Unsolicited applicants | 11% | Promotions/transfers | 63% |
| EDD | 11% | | |

(Out of 19 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Regional or District Manager, Asset Manager, Director, and Vice President.

Responding employers reported employees worked the following hours: **Almost all** work full-time 43 hrs/wk, and **few** work part-time 23 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** N/A

For more information, see COG # N/A

Contra Costa County, 1996

DESCRIPTION: Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules: they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds. **OES Code 630470**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 12%; **usually**, 18%; **sometimes**, 71%; and **never**, 0%. Training desired includes state guard card, associate's degree, bondable, CPR, and first aid.

Previous work experience required: Responding employers report that previous work experience is required **always**, 18%; **usually**, 29%; **sometimes**, 47% and **never**, 6%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; and some college, 24%.
(Out of 17 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|--|-----|--|-----|
| Ability to follow security protection procedures | 3.0 | Ability to read and follow instructions | 3.0 |
| Ability to write effectively | 2.9 | Oral communication skills | 3.0 |
| Bondable | 2.5 | Ability to write legibly | 2.9 |
| Ability to administer emergency first aid | 2.3 | Personal or Other | |
| Ability to operate video surveillance equipment | 2.2 | Public contact skills | 3.0 |
| Possession of a valid driver's license | 1.9 | Ability to work independently | 3.0 |
| Ability to use a baton | 1.5 | Willingness to work with close supervision | 3.0 |
| Security guard registration (Guard Card) | 1.0 | Possession of a clean police record | 2.9 |
| Licensed to carry firearms | 1.0 | Possession of a reliable vehicle | 2.7 |

Additional qualifications desired: Good attendance, alertness, and ability to handle stress in an emergency situation.

New skills needed over the next 3 years: Computer software, database, spreadsheet, and word processing, Word, Windows, monitoring camera, and camera use.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1610 to 2000 by 1999)

Projected new jobs: 390

Openings due to separations: 250

Projected growth between 1992-1999 is much faster than average, 24.2%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Almost all or 76% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 24% expect it to grow.

Responding employers reported 87 persons were hired in this occupation during the last 12 months. Of these, **many** 48% were from growth, **many** 44% from turnover, and **few** 8% from promotions.

HOURLY WAGES

| EXPERIENCE | UNION | | | NON-UNION | | |
|--------------------------------|---------|---------|---------|-----------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$ 5.50 | \$ 8.86 | \$ 7.29 | \$ 5.50 | \$ 9.00 | \$ 6.50 |
| New hires, experienced | \$ 6.25 | \$ 9.00 | \$ 7.82 | \$ 6.00 | \$ 9.00 | \$ 7.00 |
| Experienced, 3 years with Firm | \$ 6.90 | \$12.00 | \$ 9.21 | \$ 8.00 | \$11.00 | \$ 9.75 |

(Out of 17 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 82% |
| Vision insurance | 65% |
| Life insurance | 41% |
| Paid sick leave | 94% |
| Paid vacation | 76% |
| Retirement plan | 65% |
| Child care | 0% |

Offered P/T employees (22 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 12% |
| Dental insurance | 12% |
| Vision insurance | 6% |
| Life insurance | 0% |
| Paid sick leave | 6% |
| Paid vacation | 6% |
| Retirement plan | 0% |
| Child care | 0% |

(Out of 17 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Detective and armored car services, beauty shops, general medical and surgical hospitals, amusement and recreation, and local government.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 88% | Public school or program referrals | 24% |
| Newspaper ads | 59% | Private employment agencies | 47% |
| Unsolicited applicants | 41% | Promotions/transfers | 12% |
| EDD | 35% | Private school referrals | 24% |
| Union hall referrals | 12% | | |

(Out of 17 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Supervisor, Sergeant, Lieutenant, Captain, Security Director, Armed Guard, Lead Guard, and Manager.

Responding employers reported employees worked the following hours: **Most** work full-time 40 hrs/wk, **some** work part-time 22 hrs/wk, and **few** work temporary/on call 10 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 372.667-034**

For more information, see COG #75

Contra Costa County, 1996

HAND PACKERS AND PACKAGERS**1996 SURVEY**

DESCRIPTION: Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training. **OES Code 989020**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 60%; **usually**, 27%; **sometimes**, 7%; and **never**, 7%. Training desired includes labor work.

Previous work experience required: Responding employers report that previous work experience is required **always**, 0%; **usually**, 13%; **sometimes**, 33% and **never**, 53%. Most employers report that 3 to 6 months experience meet their qualifications.

Education of recent hires: Less than high school, 53%; High school grad/equivalent, 47%; and some college, 7%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|---|-----|
| Good eye-hand coordination | 3.0 | Ability to read and follow instructions | 2.7 |
| Ability to stand continuously for 2 or more hours | 3.0 | Oral communication skills | 1.9 |
| Ability to lift at least 50 pounds repeatedly | 3.0 | Basic math skills | 1.9 |
| Ability to sit continuously for 2 or more hours | 0.5 | Ability to write legibly | 1.0 |
| Personal or Other | | | |
| Willingness to work with close supervision | 3.0 | | |
| Ability to work independently | 3.0 | | |

Additional qualifications desired: N/A

New skills needed over the next 3 years: Computer knowledge, word processing, database, Microsoft programs, and on-line database.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1100 to 1290 by 1999)

Projected new jobs: 190

Openings due to separations: 180

Projected growth between 1992-1999 is faster than average, 17.3%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported no difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Almost all or 93% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **few** or 7% expect it to grow.

Responding employers reported 68 persons were hired in this occupation during the last 12 months. Of these, **almost all** 85% were from turnover, and **some** 15% were from promotions.

1101 Jobs Represented**HAND PACKERS AND PACKAGERS****HOURLY WAGES****UNION/NON-UNION**

| EXPERIENCE | LOW | HIGH | MEDIAN |
|---------------------------------------|----------------|----------------|----------------|
| New hires, no experience | \$ 4.75 | \$ 8.50 | \$ 5.25 |
| New hires, experienced | \$ 5.50 | \$ 8.60 | \$ 5.50 |
| Experienced, 3 years with Firm | \$ 6.00 | \$12.50 | \$ 7.00 |

Union firms pay slightly higher than top wages.

(Out of 15 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 50% |
| Vision insurance | 50% |
| Life insurance | 13% |
| Paid sick leave | 88% |
| Paid vacation | 75% |
| Retirement plan | 25% |
| Child care | 0% |

Offered P/T employees (22 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 13% |
| Dental insurance | 13% |
| Vision insurance | 13% |
| Life insurance | 0% |
| Paid sick leave | 13% |
| Paid vacation | 13% |
| Retirement plan | 0% |
| Child care | 0% |

Other full-time benefits: Employee discounts, and 401k profit sharing.

(Out of 15 firms responding, 8 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Business services, non durable goods, industrial supplies, employment agencies, help supply services, courier services, miscellaneous retail stores, lumber and other building materials, and photographic equipment & supplies.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 87% | Public school or program referrals | 13% |
| Newspaper ads | 20% | Promotions/transfers | 13% |
| Unsolicited applicants | 40% | EDD | 13% |
| Job fairs | 7% | | |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Packing Supervisor, Department Supervisor, Assistant Manager, and Department Manager.

Responding employers reported employees worked the following hours: **Most** work full-time 40 hrs/wk, **some** work part-time 22 hrs/wk, and **few** work temporary/on call 9 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** 222.387-050, 920.587-018, 929.684-010

For more information, see COG #63

Contra Costa County, 1996

HUMAN SERVICE WORKERS**1996 SURVEY**

DESCRIPTION: Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians. **OES Code 273080**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 13%; **sometimes**, 63%; and **never**, 25%. Training desired includes counseling degree, substance abuse certification, MSW license, computer knowledge, and interpersonal skills.

Previous work experience required: Responding employers report that previous work experience is required **always**, 50%; **usually**, 50%; **sometimes**, 0% and **never**, 0%. Most employers report that 12 to 24 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 13%; Associate's degree, 13%; and bachelor's degree, 69%. (Out of 16 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|--|-----|--|-----|
| Knowledge of protective services for children and adults | 2.9 | Oral communication skills | 2.8 |
| Ability to interview others for information | 2.9 | Ability to think logically | 2.8 |
| Possession of a valid driver's license | 2.9 | Ability to read and follow instructions | 2.5 |
| Record keeping skills | 2.5 | Ability to write legibly | 2.3 |
| Ability to treat substance abuse | 2.7 | | |
| Ability to write effectively | 2.5 | Personal or Other | |
| Knowledge of veterans services | 2.1 | Understanding of a variety of cultures | 2.8 |
| Knowledge of geriatrics | 1.8 | Ability to work independently | 2.8 |
| Food buying skills | 1.0 | Willingness to work with close supervision | 1.9 |
| Menu planning skills | 0.5 | | |

Additional qualifications desired: Excellent interpersonal skills, understand family dynamics, and education & training with special education population.

New skills needed over the next 3 years: Computer software knowledge, word processing, database, spreadsheet, desktop publishing, windows, ADA consulting, and technology applications.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Medium (490 to 660 by 1999)

Projected new jobs: 170

Openings due to separations: 40

Projected growth between 1992-1999 is much faster than average, 34.7%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced applicants and some difficulty in finding inexperienced applicants who meet their hiring standards.

Most or 63% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **many** or 38% expect it to grow.

Responding employers reported 39 persons were hired in this occupation during the last 12 months. Of these, **many** 41% were from turnover, **some** 26% from growth, **some** 21% from promotions, and **some** 13% from temporary/on call positions.

Almost all = more than 75%, **Most** = 51% to 75%, **Many** = 35% to 50%, **Some** = 10% to 34%, **Few** = less than 10% Contra Costa County, 1996

HOURLY WAGES

UNION/NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 6.00 | \$32.00 | \$11.66 |
| New hires, experienced | \$ 8.00 | \$32.00 | \$14.38 |
| Experienced, 3 years with Firm | \$10.00 | \$37.00 | \$16.78 |

Union firms pay top wages.

(Out of 16 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 94% |
| Vision insurance | 56% |
| Life insurance | 19% |
| Paid sick leave | 81% |
| Paid vacation | 81% |
| Retirement plan | 50% |
| Child care | 0% |

Offered P/T employees (25 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 31% |
| Dental insurance | 31% |
| Vision insurance | 25% |
| Life insurance | 13% |
| Paid sick leave | 38% |
| Paid vacation | 38% |
| Retirement plan | 25% |
| Child care | 0% |

(Out of 16 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Individual and family services, residential care, job training and related services, social services, elementary and secondary schools, home health care services, speciality outpatient clinics and psychiatric hospitals.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 75% | Public school or program referrals | 19% |
| Newspaper ads | 69% | Private employment agencies | 31% |
| Unsolicited applicants | 31% | Promotions/transfers | 31% |
| EDD | 6% | Private school referrals | 6% |

(Out of 16 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Teacher Aid, Case Worker, Case Manager, MSW-II, Supervisor, and Manager.

Responding employers reported employees worked the following hours: **Almost all** work full-time 40 hrs/wk, **some** work part-time 25 hrs/wk, and **few** work temporary/on call 14 hrs/wk.

Related Dictionary of Occupational Titles (DOT) Code: 195.107-010, 195.107-014, 195.107-018, 195.167-010, 195.107-022, 195.107-026, 195.107-030, 195.107-034, 195.107-030, 195.367-010, 195.367-014, 195.367-022, 195.367-034

For more information, see COG #122

Contra Costa County, 1996

JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS**1996 SURVEY**

DESCRIPTION: Janitors and Cleaners, except Maids and Housekeeping cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers. **OES Code 670050**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 7%; **usually**, 13%; **sometimes**, 80%; and **never**, 0%. Training desired includes general maintenance, handyman skills i.e. plumbing and carpentry, and on the job training.

Previous work experience required: Responding employers report that previous work experience is required **always**, 7%; **usually**, 27%; **sometimes**, 53% and **never**, 13%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: Less than high school, 27%; High school grad/equivalent, 74%; and some college, 7%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|--|-----|
| Possession of a valid drivers' license | 2.6 | Ability to read and follow instructions | 2.2 |
| Bondable | 1.7 | Ability to write legibly | 1.9 |
| Ability to operate floor polishing equipment | 1.3 | Oral communication skills | 1.3 |
| Understanding of cleaning compounds and solutions | 1.2 | Basic math skills | 1.0 |
| Window washing skills | 1.2 | Personal or Other | |
| Ability to shampoo carpets | 1.2 | Ability to work independently | 1.7 |
| Brush painting skills | 1.1 | Possession of a reliable vehicle | 1.7 |
| Lawn and garden care skills | 1.0 | Willingness to work with close supervision | 1.6 |
| Painting skills | 1.0 | Physical | |
| Ceramic or floor tile repair skills | 1.0 | Lift at least 100 pounds repeatedly | 1.4 |
| Carpentry skills | 1.0 | | |
| Pest extermination skills | 0.9 | | |

Additional qualifications desired: Patience, does not require an aide for physical motion, legal citizenship, no convictions, bondable, and able to work around school students.

New skills needed over the next 3 years: Computer knowledge, spreadsheet, and database.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (3920 to 4390 by 1999) Projected new jobs: 470 Openings due to separations: 580

Projected growth between 1992-1999 is average, 12.0%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 67% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 33% expect it to grow.

Responding employers reported 159 persons were hired in this occupation during the last 12 months. Of these, **most** 65% were from turnover, and **many** 35% from growth.

Almost all = more than 75%, Most = 51% to 75%, Many = 35% to 50%, Some = 10% to 34%, Few = less than 10%

Contra Costa County, 1996

890 Jobs Represented

JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS**HOURLY WAGES**

| EXPERIENCE | UNION | | | NON-UNION | | |
|--------------------------------|---------|---------|---------|-----------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$ 6.00 | \$ 7.00 | \$ 6.75 | \$ 5.00 | \$ 8.63 | \$ 6.45 |
| New hires, experienced | \$ 6.50 | \$ 8.00 | \$ 7.00 | \$ 5.00 | \$15.34 | \$ 7.32 |
| Experienced, 3 years with Firm | \$ 7.00 | \$ 9.00 | \$ 7.50 | \$ 5.50 | \$17.26 | \$ 8.09 |

(Out of 15 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 89% |
| Vision insurance | 33% |
| Life insurance | 44% |
| Paid sick leave | 89% |
| Paid vacation | 78% |
| Retirement plan | 44% |
| Child care | 0% |

Offered P/T employees (24 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 33% |
| Dental insurance | 33% |
| Vision insurance | 22% |
| Life insurance | 33% |
| Paid sick leave | 22% |
| Paid vacation | 22% |
| Retirement plan | 11% |
| Child care | 0% |

(Out of 15 firms responding, 9 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Building maintenance services, elementary and secondary schools, real estate agents and managers, miscellaneous retail stores, and nondurable goods.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 80% | Public school or program referrals | 7% |
| Newspaper ads | 40% | Private employment agencies | 13% |
| Unsolicited applicants | 47% | Promotions/transfers | 13% |
| EDD | 27% | Private school referrals | 7% |
| Union hall referrals | 13% | | |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Grounds Maintenance Workers, Foreman, Supervisor, Manager, Custodian Supervisor.

Responding employers reported employees worked the following hours: **Some** work full-time 32 hrs/wk, **many** work full-time 40 hrs/wk, **some** work part-time 24 hrs/wk, and **few** work temporary/on call 7 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** 381.687-014, 381.687-018, 382.664-010

For more information, see COG #88

Contra Costa County, 1996

DESCRIPTION: Kindergarten teachers instruct kindergarten pupils in public or private schools in elemental, physical, mental, and developmental skills. Does not include Instructional Aides or Preschool Teachers. **OES Code 313022**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 33%; **sometimes**, 67%; and **never**, 0%. Training desired includes 12 Early Childhood Education units, and California state teaching certification.

Previous work experience required: Responding employers report that previous work experience is required **always**, 20%; **usually**, 80%; **sometimes**, 0% and **never**, 0%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Associate's degree, 47%; and bachelor's degree, 53%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

Technical

| | |
|---|-----|
| Oral reading skills | 2.7 |
| Ability to write effectively | 2.7 |
| Ability to apply principles of recreation | 2.7 |
| Classroom management skills | 2.7 |
| Problem solving skills | 2.6 |
| Record keeping skills | 2.5 |
| Ability to administer emergency first aid | 2.3 |
| Supervisory skills | 2.3 |
| Artistic skills | 2.1 |
| Possession of a state teachers' certificate | 2.0 |
| Musical skills | 1.9 |
| Ability to operate audiovisual equipment | 1.7 |

Basic

| | |
|---|-----|
| Basic math skills | 2.5 |
| Ability to read and follow instructions | 2.5 |
| Ability to write legibly | 2.4 |

Personal or Other

| | |
|--|-----|
| Ability to work independently | 2.7 |
| Ability to exercise patience | 2.7 |
| Ability to work under pressure | 2.7 |
| Possession of a clean police record | 2.6 |
| Willingness to work with close supervision | 2.5 |
| Understanding of a variety of cultures | 2.4 |

Additional qualifications desired: Department of Social Services Child Care permit.

New skills needed over the next 3 years: Word processing, database, current teaching skills, and curriculum development.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1140 to 1300 by 1999)

Projected new jobs: 160

Openings due to separations: 60

Projected growth between 1992-1999 is faster than average, 14.0%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Almost all or 80% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 20% expect it to grow.

Responding employers reported 9 persons were hired in this occupation during the last 12 months. Of these, **many** 44% were from turnover, **some** 33% temporary/on call positions, and **some** 22% from growth.

45 Jobs Represented

KINDERGARTEN TEACHERS

HOURLY WAGES

| EXPERIENCE | NON-UNION | | | UNION | | |
|--------------------------------|-----------|---------|---------|---------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$ 7.00 | \$13.15 | \$ 9.90 | \$ 8.00 | \$10.36 | \$10.18 |
| New hires, experienced | \$ 8.00 | \$15.54 | \$12.00 | \$10.00 | \$11.51 | \$11.51 |
| Experienced, 3 years with Firm | \$10.00 | \$19.73 | \$15.00 | \$11.51 | \$13.00 | \$12.19 |

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 73% |
| Vision insurance | 33% |
| Life insurance | 13% |
| Paid sick leave | 80% |
| Paid vacation | 80% |
| Retirement plan | 40% |
| Child care | 13% |

Offered P/T employees (18 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 13% |
| Dental insurance | 0% |
| Vision insurance | 0% |
| Life insurance | 0% |
| Paid sick leave | 13% |
| Paid vacation | 13% |
| Retirement plan | 0% |
| Child care | 0% |

(Out of 15 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Elementary and secondary schools, and child day care services.

RECRUITMENT PRACTICES USED

| | | | |
|--------------------------|-----|------------------------------------|-----|
| Employees referrals | 80% | Public school or program referrals | 27% |
| Newspaper ads | 87% | Private employment agencies | 27% |
| Unsolicited applicants | 20% | Promotions/transfers | 20% |
| Private school referrals | 20% | EDD | 20% |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Upper Grade Teacher, Assistant Administrator, Program Planner, and Program Director.

Responding employers reported employees worked the following hours: **Most** work full-time 39 hrs/wk, **some** work part-time 18 hrs/wk, and **few** work temporary/on call 10 hrs/wk.

LOCAL/WIDE AREA NETWORK MANAGERS**1996 SURVEY**

DESCRIPTION: Local/Wide Area Network Managers direct a firm's network and its related computing environment, including computer hardware, systems software, applications software and all configurations. They make recommendations regarding the purchase of equipment and report the fiscal impact to company managers. They often manage a team consisting of analysts and technicians; however, some managers of smaller companies may work independently or with just one technician. They monitor data communications networks to ensure that networks are available to all systems users and resolve data communication problems. They may train staff to use equipment and coordinate installation of or install communications lines. They often plan and track projects, write proposals, and troubleshoot both operating system software and hardware. **NON OES Code 031262999**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 25%; and **never**, 75%. Training desired includes LAN/WAN (CNE or CNA Certification), Microsoft Network Certification, and Computer applications courses.

Previous work experience required: Responding employers report that previous work experience is required **always**, 94%; **usually**, 0%; **sometimes**, 6% and **never**, 0%. Most employers report that 12 to 24 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 25%; Associate's degree, 6%; Bachelor's degree, 63%; and graduate study, 6%. (Out of 16 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

Technical

| | |
|---|-----|
| Knowledge of microcomputer hardware and operating systems | 3.0 |
| Ability to use operating manuals | 3.0 |
| Knowledge of software applications | 3.0 |
| Understanding of local area networks (LAN) | 3.0 |
| Ability to analyze data to solve problems | 3.0 |
| Ability to troubleshoot | 2.9 |
| Understanding of wide area networks (WAN) | 2.5 |
| Ability to plan and organize training programs | 2.4 |
| Ability to conduct training programs | 2.3 |
| Ability to write effectively | 2.0 |
| Ability to conduct cost analysis and proposed recommendations | 2.0 |
| Supervisory skills | 2.0 |
| Knowledge of lease line procedures for WANs | 1.7 |
| Ability to operate video cameras | 1.4 |
| Ability to develop proposals | 1.4 |
| Ability to evaluate customer's system needs | 1.0 |
| Sales skills | 0.4 |

Basic

| | |
|---|-----|
| Ability to read and follow instructions | 3.0 |
| Oral communication skills | 2.8 |
| Ability to write legibly | 2.5 |
| Basic math skills | 2.0 |

Personal or Other

| | |
|---|-----|
| Ability to communicate with computer literate staff | 2.9 |
| Ability to communicate technical information to non-technical staff | 2.9 |
| Ability to coordinate multiple activities | 2.9 |
| Ability to work independently | 2.8 |
| Willingness to work with close supervision | 1.8 |

Additional qualifications desired: N/A

New skills needed over the next 3 years: Computer skills, utilities backup software, LAN Administration, COE, Diagnostic & Utility programs, WEB design, graphics, WWW HTML Programming, Network design, Internet & WEB Page Building, Project Management, and MAC hardware & software knowledge.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Small (170 to 290 by 1999)

Projected new jobs: 120

Openings due to separations: 10

Projected growth between 1992-1999 is much faster than average, 70.6%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 63% of employers responding expect this occupation's employment to remain stable over the next 3 years, while many or 38% expect it to grow.

Responding employers reported 6 persons were hired in this occupation during the last 12 months. Of these, **some** 17% were from promotions, **some** 33% from turnover, **some** 33% from growth and **some** 17% from temporary/on call positions.

Almost all = more than 75%, **Most** = 51% to 75%, **Many** = 35% to 50%, **Some** = 10% to 34%, **Few** = less than 10%

Contra Costa County, 1996

HOURLY WAGES

UNION/NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$15.77 | \$20.00 | \$17.26 |
| New hires, experienced | \$16.78 | \$25.00 | \$18.00 |
| Experienced, 3 years with Firm | \$20.00 | \$34.52 | \$26.00 |

(Out of 16 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 87% |
| Vision insurance | 73% |
| Life insurance | 73% |
| Paid sick leave | 93% |
| Paid vacation | 93% |
| Retirement plan | 80% |
| Child care | 0% |

Offered P/T employees (32 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 13% |
| Dental insurance | 7% |
| Vision insurance | 0% |
| Life insurance | 13% |
| Paid sick leave | 13% |
| Paid vacation | 13% |
| Retirement plan | 13% |
| Child care | 0% |

(Out of 16 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Computer integrated systems design, computer peripherals & software, repair services, computer programming services, engineering services, telephone communications, individual and family services, medical doctor offices & clinics, general medical & surgical hospitals, adhesives and sealants, legal services, state commercial banks, search and navigation equipment, industrial inorganic chemicals, and commercial printing lithographic.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 56% | Public school or program referrals | 6% |
| Newspaper ads | 63% | Private employment agencies | 50% |
| Unsolicited applicants | 13% | Promotions/transfers | 50% |

(Out of 16 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Information Systems Manager and Project Manager.

Responding employers reported employees worked the following hours: **Almost all** work full-time 42 hrs/wk, **few** work part-time 32 hrs/wk, and **few** work temporary/on call 10 hrs/wk.

DESCRIPTION: Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. Includes such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers. **OES Code 211080**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 73%; and **never**, 27%. Training desired includes a business degree, real estate license, underwriting, credit analysis, and consumer & real estate loan processing.

Previous work experience required: Responding employers report that previous work experience is required **always**, 53%; **usually**, 40%; **sometimes**, 7%; and **never**, 0%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 53%; Associate's degree, 27%; and bachelor's degree, 20%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

Technical

| | |
|---|-----|
| Business math skills | 3.0 |
| Ability to apply sales techniques | 3.0 |
| Ability to handle credit and collections | 3.0 |
| Ability to interview others for information | 3.0 |
| Ability to write effectively | 3.0 |
| Understanding of regulations affecting financial institutions | 2.6 |
| Knowledge of government loan procedures | 2.6 |
| Understanding of conventional loans | 2.6 |
| Possession of a California real estate sales license | 1.7 |

Basic

| | |
|---|-----|
| Oral communication skills | 3.0 |
| Ability to think logically | 3.0 |
| Ability to read and follow instructions | 3.0 |
| Ability to write legibly | 3.0 |

Personal or Other

| | |
|--|-----|
| Ability to work independently | 3.0 |
| Customer service skills | 3.0 |
| Public contact skills | 3.0 |
| Willingness to work with close supervision | 1.9 |

Additional qualifications desired: The ability to work under pressure, quick study, and efficient.

New skills needed over the next 3 years: Computer software knowledge, word processing, spreadsheet, database, desktop publishing, credit reporting, finance software, and various in-house software.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1030 to 1200 by 1999)

Projected new jobs: 170

Openings due to separations: 100

Projected growth between 1992-1999 is faster than average, 16.5%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced applicants and some difficulty in finding inexperienced applicants who meet their hiring standards.

Most or 53% of employers responding expect this occupation's employment to remain stable over the next 3 years, **many** or 40% expect it to grow, and **few** or 7% expect it to decline.

Responding employers reported 86 persons were hired in this occupation during the last 12 months. Of these, **almost all** 78% were from turnover, **few** 8% from promotions, **few** 8% from growth, and **few** 6% from temporary/on call positions.

HOURLY WAGES

UNION/NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 8.60 | \$16.78 | \$12.08 |
| New hires, experienced | \$ 8.60 | \$26.67 | \$19.18 |
| Experienced, 3 years with Firm | \$11.22 | \$47.95 | \$30.21 |

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 83% |
| Vision insurance | 75% |
| Life insurance | 67% |
| Paid sick leave | 67% |
| Paid vacation | 67% |
| Retirement plan | 67% |
| Child care | 0% |

Offered P/T employees (20 hrs/wk)

| | |
|-------------------|----|
| Medical insurance | 8% |
| Dental insurance | 8% |
| Vision insurance | 8% |
| Life insurance | 8% |
| Paid sick leave | 8% |
| Paid vacation | 8% |
| Retirement plan | 8% |
| Child care | 0% |

Other full-time benefits: Short and long-term disability

(Out of 15 firms responding, 12 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

National commercial banks, mortgage bankers and correspondents, loan brokers, federal credit unions, state commercial banks, federal savings institutions, and personal credit institutions.

RECRUITMENT PRACTICES USED

| | | | |
|-----------------------------|-----|------------------------|-----|
| Employees referrals | 73% | Newspaper ads | 60% |
| Private employment agencies | 40% | Unsolicited applicants | 13% |
| Promotions/transfers | 40% | EDD | 7% |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Group Leader, Office Manager, Branch or Sales Manager, and Vice President.

Responding employers reported employees worked the following hours: **Almost all** work full-time 41 hrs/wk, and **few** work part-time 20 hrs/wk.

MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS**1996 SURVEY**

DESCRIPTION: Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.
OES Code 130110

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 20%; **sometimes**, 33%; and **never**, 47%. Training desired includes in house sales.

Previous work experience required: Responding employers report that previous work experience is required **always**, 80%; **usually**, 20%; **sometimes**, 0%; and **never**, 0%. Most employers report that 12 to 36 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 13%; Associate's degree, 13%; and bachelor's degree, 60%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

Technical

| | |
|---|-----|
| Ability to write effectively | 3.0 |
| Ability to analyze and use market research data and reports | 2.9 |
| Media advertising sales skills | 2.9 |
| Ability to manage an activity or department | 2.1 |
| Telephone sales techniques skills | 2.0 |
| Supervisory skills | 1.1 |
| Understanding of labor relations practices | 0.1 |

Basic

| | |
|---------------------------|-----|
| Oral communication skills | 3.0 |
| Ability to write legibly | 2.1 |
| Basic math skills | 2.1 |

Personal or Other

| | |
|--|-----|
| Ability to maintain good customer relations | 3.0 |
| Ability to maintain good business relationships | 3.0 |
| Ability to meet deadlines | 3.0 |
| Ability to work independently | 3.0 |
| Ability to manage unexpected situations or circumstances | 3.0 |
| Ability to manage multiple priorities | 3.0 |
| Willingness to work nights, weekends, holidays | 2.0 |
| Willingness to travel | 1.1 |
| Willingness to work with close supervision | 0.1 |

Additional qualifications desired: Knowledge of the internet, enthusiasm, creativity, and consumer background & education.

New skills needed over the next 3 years: Computer skills, new software, internet design, and accounting/general ledger skills.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1290 to 1560 by 1999)

Projected new jobs: 270

Openings due to separations: 170

Projected growth between 1992-1999 is much faster than average, 20.9%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported some difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 50% of employers responding expect this occupation's employment to grow over the next 3 years, **many** or 36% expect it to remain stable, and **some** or 14% expect it to decline.

Responding employers reported 57 persons were hired in this occupation during the last 12 months. Of these, **some** 23% were from promotions, **some** 30% from turnover, and **many** 47% from growth.

HOURLY WAGES

UNION/NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 7.99 | \$30.00 | \$11.51 |
| New hires, experienced | \$ 9.59 | \$40.00 | \$15.34 |
| Experienced, 3 years with Firm | \$11.00 | \$50.00 | \$19.98 |

Union firms pay slightly higher than top wages.

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 93% |
| Vision insurance | 73% |
| Life insurance | 67% |
| Paid sick leave | 93% |
| Paid vacation | 100% |
| Retirement plan | 60% |
| Child care | 13% |

Offered P/T employees (24 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 27% |
| Dental insurance | 27% |
| Vision insurance | 13% |
| Life insurance | 20% |
| Paid sick leave | 33% |
| Paid vacation | 33% |
| Retirement plan | 20% |
| Child care | 13% |

Other full-time benefits: 401k retirement plan.

(Out of 15 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Telephone communications, real estate agents and managers, residential care, help supply services, engineering services, hotels and motels, business consultants, local government, general medical and surgical hospital, and computer programming services.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|-----------------------------|-----|
| Employees referrals | 67% | EDD | 13% |
| Newspaper ads | 73% | Private employment agencies | 40% |
| Unsolicited applicants | 27% | Promotions/transfers | 53% |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Management, General Management, Senior Product Manager or Director, Corporate Director, Regional Vice President, and Marketing Supervisor.

Responding employers reported employees worked the following hours: **Almost all** work full-time 43 hrs/wk, and **few** work part-time 24 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** 164.167-010, 163.167-010, 163.167-018, 164.117-010

For more information, see COG #276

Contra Costa County, 1996

DESCRIPTION: Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides. **OES Code 660080**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 40%; **usually**, 20%; **sometimes**, 40%; and **never**, 0%. Training desired includes certified nurses assistant training, and medical assisting.

Previous work experience required: Responding employers report that previous work experience is required **always**, 13%; **usually**, 20%; **sometimes**, 67%; and **never**, 0%. Most employers report that 3 to 6 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; and some college, 13%.
(Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|--|-----|--|-----|
| Ability to provide personal services to patients | 2.8 | Ability to read and follow instructions | 2.3 |
| Ability to administer emergency first aid | 2.8 | Ability to write legibly | 2.3 |
| Possession of Nurses Aid Certification | 2.8 | Oral communication skills | 2.3 |
| Ability to apply dressings and compresses | 2.7 | Basic math skills | 2.2 |
| Ability to apply transferring techniques moving patients | 2.7 | Personal or Other | |
| Ability to perform CPR | 2.7 | Ability to handle crisis situations | 2.3 |
| Record keeping skills | 2.7 | Willingness to work with close supervision | 2.3 |
| Understanding of asepsis | 2.5 | Ability to work independently | 2.0 |
| Knowledge of surgical preparation procedures | 2.5 | | |
| Post surgical care skills | 2.4 | | |
| Knowledge of orthopedic care | 2.3 | | |

Additional qualifications: Good attitude, punctual, good record of attendance, and knowledge & experience with dementia patients.

New skills needed over the next 3 years: Computer software skills, spreadsheet, word processing, power point, computerized negotiated care plans and documentation, and disease of the elderly.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1790 to 2040 by 1999) Projected new jobs: 250 Openings due to separations: 150

Projected growth between 1992-1999 is faster than average, 14%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 67% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 27% expect it to grow, and **few** or 7% expect it to decline.

Responding employers reported 54 persons were hired in this occupation during the last 12 months. Of these, **almost all** 85% were from turnover, **few** 9% from promotions, and **few** 6% from growth.

Almost all = more than 75%, **Most** = 51% to 75%, **Many** = 35% to 50%, **Some** = 10% to 34%, **Few** = less than 10%

Contra Costa County, 1996

HOURLY WAGES

| EXPERIENCE | NON-UNION | | | UNION | | |
|--------------------------------|-----------|---------|---------|---------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$ 6.00 | \$19.18 | \$ 6.50 | \$ 6.70 | \$12.00 | \$ 9.35 |
| New hires, experienced | \$ 6.25 | \$21.54 | \$ 8.00 | \$ 6.70 | \$13.00 | \$ 9.85 |
| Experienced, 3 years with Firm | \$ 7.00 | \$28.77 | \$10.00 | \$ 7.10 | \$14.00 | \$10.55 |

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 93% |
| Vision insurance | 29% |
| Life insurance | 21% |
| Paid sick leave | 36% |
| Paid vacation | 29% |
| Retirement plan | 21% |
| Child care | 7% |

Offered P/T employees (21 hrs/wk)

| | |
|-------------------|----|
| Medical insurance | 7% |
| Dental insurance | 0% |
| Vision insurance | 0% |
| Life insurance | 0% |
| Paid sick leave | 0% |
| Paid vacation | 0% |
| Retirement plan | 0% |
| Child care | 0% |

Other full-time benefits: Monetary bonuses. Other part-time benefits: Wellness pay.

(Out of 15 firms responding, 14 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Skilled nursing care facilities, help supply services, nursing and personal care, speciality out-patient clinics, home health care services, and medical doctor's offices & clinics.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 80% | Public school or program referrals | 20% |
| Newspaper ads | 87% | Private employment agencies | 20% |
| Unsolicited applicants | 20% | Promotions/transfers | 13% |
| EDD | 13% | Private school referrals | 13% |
| Union hall referrals | 7% | | |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: LVN, and Lead Aides.

Responding employers reported employees worked the following hours: **Almost all** work full-time 40 hrs/wk, **few** work full-time 30 hrs/wk, **some** work part-time 21 hrs/wk, and **few** work temporary/on call 10 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code: 355.674-014**

For more information, see COG #442

Contra Costa County, 1996

DESCRIPTION: Preschool teachers instruct preschool pupils in public or private schools in elemental, physical, mental and developmental skills. Does not include Instructional Aides or workers whose primary function is child care. **OES Code 313021**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 7%; **usually**, 33%; **sometimes**, 53%; and **never**, 7%. Training desired includes 6 to 12 Early Childhood Education units.

Previous work experience required: Responding employers report that previous work experience is required **always**, 60%; **usually**, 33%; **sometimes**, 7%; and **never**, 0%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 60%; Associate's degree, 20%; and bachelor's degree, 7%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|--|-----|
| Classroom management skills | 2.9 | Ability to write legibly | 2.7 |
| Problem solving skills | 2.8 | Ability to read and follow instructions | 2.7 |
| Oral reading skills | 2.8 | Basic math skills | 2.2 |
| Ability to administer emergency first aid | 2.8 | Personal or Other | |
| Ability to write effectively | 2.6 | Ability to work under pressure | 2.9 |
| Record keeping skills | 2.5 | Ability to work independently | 2.9 |
| Supervisory skills | 2.5 | Ability to exercise patience | 2.8 |
| Ability to apply principles of recreation | 2.4 | Possession of a clean police record | 2.7 |
| Artistic skills | 2.0 | Willingness to work with close supervision | 2.6 |
| Musical skills | 1.9 | Understanding of a variety of cultures | 2.5 |
| Ability to operate audiovisual equipment | 0.4 | | |

Additional qualifications desired: Must like children, able to work with co-workers, team oriented, warmth, understanding, empathy, loving personality, nurturing, patience, and child care center permit.

New skills needed over the next 3 years: Word processing, improved verbal and written skills, CPR, and first aid.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Large (1140 to 1300 by 1999)

Projected new jobs: 160

Openings due to separations: 60

Projected growth between 1992-1999 is faster than average, 14.0%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and some difficulty in finding inexperienced applicants who meet their hiring standards.

Most or 67% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 27% expect it to grow, and **few** or 7% expect it to decline.

Responding employers reported 45 persons were hired in this occupation during the last 12 months. Of these, **most** 71% were from turnover, **some** 13% from growth, **some** 13% from promotions, and **few** 2% from temporary/on call positions.

HOURLY WAGES

NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 4.50 | \$ 8.04 | \$ 6.42 |
| New hires, experienced | \$ 6.00 | \$10.00 | \$ 8.00 |
| Experienced, 3 years with Firm | \$ 7.50 | \$12.00 | \$ 9.45 |

Union firms pay slightly lower than top wages.

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|-----|
| Medical insurance | 87% |
| Dental insurance | 53% |
| Vision insurance | 20% |
| Life insurance | 27% |
| Paid sick leave | 80% |
| Paid vacation | 80% |
| Retirement plan | 27% |
| Child care | 40% |

Offered P/T employees (24 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 40% |
| Dental insurance | 20% |
| Vision insurance | 13% |
| Life insurance | 20% |
| Paid sick leave | 60% |
| Paid vacation | 60% |
| Retirement plan | 20% |
| Child care | 20% |

Other: Tuition reimbursement, and gym membership.

(Out of 15 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Child daycare services, elementary and secondary schools, and religious organizations.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 67% | Public school or program referrals | 13% |
| Newspaper ads | 93% | Private employment agencies | 7% |
| Unsolicited applicants | 7% | Promotions/transfers | 33% |
| EDD | 13% | College advertising | 13% |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Head Teacher, Master Teacher, Team Leader, Education Coordinator, Program Director, and Assistant Director.

Responding employers reported employees worked the following hours: **Most** work full-time 40 hrs/wk, **some** work part-time 24 hrs/wk, and **few** work temporary/on call 12 hrs/wk.

RECEPTIONIST AND INFORMATION CLERKS**1996 SURVEY**

DESCRIPTION: Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards. **OES Code 553050**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 5%; **usually**, 15%; **sometimes**, 80%; and **never**, 0%. Training desired includes business college, receptionist, general office skills, customer service and data entry.

Previous work experience required: Responding employers report that previous work experience is required **always**, 25%; **usually**, 45%; **sometimes**, 30%; and **never**, 0%. Most employers report that 6 to 24 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; and some college, 35%.
(Out of 20 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

Technical

| | |
|--|-----|
| Telephone answering skills | 3.0 |
| Ability to operate a multi-line command phone center | 3.0 |
| Alphabetic and numeric filing skills | 2.8 |
| Ability to write effectively | 2.4 |
| Ability to use word processing software | 1.2 |
| Ability to type at least 45 wpm | 1.0 |
| Bookkeeping skills | 0.5 |

Basic

| | |
|--|-----|
| Oral communication skills | 3.0 |
| Ability to read and follow instructions | 2.9 |
| Basic math skills | 2.7 |
| Ability to write legibly | 2.5 |
| Personal or Other | |
| Ability to work under pressure | 3.0 |
| Computer service skills | 3.0 |
| Public contact skills | 3.0 |
| Willingness to work with close supervision | 2.9 |
| Ability to work independently | 2.6 |

Additional qualifications desired: Language skills, basic use of office equipment, responsible, good phone etiquette, able to handle stress and have a good positive attitude, common sense, and presentable appearance.

New skills needed over the next 3 years: Computer knowledge, Lotus, Windows, data entry, occupation specific software, and pagers.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (3410 to 3930 by 1999) Projected new jobs: 520 Openings due to separations: 430

Projected growth between 1992-1999 is faster than average, 15.2%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 85% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 15% expect it to grow.

Responding employers reported 44 persons were hired in this occupation during the last 12 months. Of these, **almost all** 86% were from turnover, **few** 5% from promotions, and **few** 9% from growth.

Almost all = more than 75%, **Most** = 51% to 75%, **Many** = 35% to 50%, **Some** = 10% to 34%, **Few** = less than 10%

Contra Costa County, 1996

HOURLY WAGES

UNION/NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 5.00 | \$12.81 | \$ 8.00 |
| New hires, experienced | \$ 6.00 | \$15.00 | \$10.00 |
| Experienced, 3 years with Firm | \$ 7.00 | \$18.00 | \$12.00 |

Union firms pay slightly higher than top wages.

(Out of 20 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 76% |
| Dental insurance | 71% |
| Vision insurance | 47% |
| Life insurance | 35% |
| Paid sick leave | 100% |
| Paid vacation | 100% |
| Retirement plan | 47% |
| Child care | 0% |

Offered P/T employees (23 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 18% |
| Dental insurance | 12% |
| Vision insurance | 12% |
| Life insurance | 12% |
| Paid sick leave | 29% |
| Paid vacation | 29% |
| Retirement plan | 6% |
| Child care | 0% |

(Out of 20 firms responding, 17 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Help supply services, real estate agents and managers, residential care, dental offices and clinics, nondurable goods, commercial printing, and lithographic, mortgage bankers and correspondents, computer programming services, single family housing construction, offices of clinics and optometrists, and legal services.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 75% | Public school or program referrals | 10% |
| Newspaper ads | 80% | Private employment agencies | 35% |
| Unsolicited applicants | 25% | Promotions/transfers | 40% |
| EDD | 15% | | |

All recruiting methods ranking below 6% were not mentioned.

(Out of 20 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Secretary, Corporate Secretary, Administrative Assistant, Program Assistant, and Office Manager.

Responding employers reported employees worked the following hours: **Most** work full-time 40 hrs/wk, **some** work part-time 23 hrs/wk, and **few** work temporary/on call 14 hrs/wk.

Related **Dictionary of Occupational Titles (DOT) Code:** 237.367-038, 237.367-018, 237.367-022

For more information, see COG #21

Contra Costa County, 1996

DESCRIPTION: Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors or Teachers. **OES Code 325020**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 6%; **usually**, 19%; **sometimes**, 44%; and **never**, 31%. Training desired includes registered nurses certification, CPR, and behavior management.

Previous work experience required: Responding employers report that previous work experience is required **always**, 63%; **usually**, 13%; **sometimes**, 19% and **never**, 6%. Most employers report that 6 to 24 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Associate's degree, 38%; Bachelor's degree, 50%; and graduate study, 6%. (Out of 16 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|--|-----|--|-----|
| Record keeping skills | 2.9 | Ability to read and follow instructions | 3.0 |
| Ability to write effectively | 2.9 | Oral communication skills | 3.0 |
| Ability to provide personal services to patients | 2.8 | Ability to write legibly | 3.0 |
| Intensive care treatment skills | 2.8 | Basic math skills | 2.9 |
| Ability to apply transferring techniques moving patients | 2.7 | Personal or Other | |
| Ability to plan and organize the work of others | 2.4 | Public contact skills | 3.0 |
| Ability to administer electro-cardiograph (EKG) test | 1.6 | Ability to work under pressure | 3.0 |
| Ability to complete and explain insurance forms | 0.3 | Willingness to work with close supervision | 2.7 |
| | | Ability to work independently | 2.5 |

Additional qualifications desired: Ability to work productively in a busy and complex environment, CPR proficiency, team player, and graduate of an accredited nursing school.

New skills needed over the next 3 years: Computer software knowledge, word processing, windows, database, order entry, unit coordination, patient teaching, EKG, basic respiratory treatment.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (4840 to 5370 by 1999)

Projected new jobs: 530

Openings due to separations: 470

Projected growth between 1992-1999 is slower than average, 11.0%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Most or 56% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 25% expect it to decline, and **some** or 19% expect it to grow.

Responding employers reported 204 persons were hired in this occupation during the last 12 months. Of these, **most** 87% were from turnover, and **some** 12% from promotions.

HOURLY WAGES

| EXPERIENCE | UNION | | | NON-UNION | | |
|--------------------------------|---------|---------|---------|-----------|---------|---------|
| | LOW | HIGH | MEDIAN | LOW | HIGH | MEDIAN |
| New hires, no experience | \$18.00 | \$24.00 | \$22.89 | \$10.00 | \$22.81 | \$15.00 |
| New hires, experienced | \$20.00 | \$26.50 | \$24.59 | \$10.00 | \$23.97 | \$20.00 |
| Experienced, 3 years with Firm | \$25.00 | \$30.00 | \$26.00 | \$18.00 | \$25.96 | \$24.97 |

(Out of 16 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 94% |
| Dental insurance | 88% |
| Vision insurance | 56% |
| Life insurance | 56% |
| Paid sick leave | 100% |
| Paid vacation | 100% |
| Retirement plan | 88% |
| Child care | 19% |

Offered P/T employees (28 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 44% |
| Dental insurance | 44% |
| Vision insurance | 25% |
| Life insurance | 25% |
| Paid sick leave | 50% |
| Paid vacation | 50% |
| Retirement plan | 44% |
| Child care | 13% |

(Out of 16 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Medical doctor offices and clinics, general medical and surgical hospitals, psychiatric hospitals, specialty outpatient clinics, and home health care services.

RECRUITMENT PRACTICES USED

| | | | |
|--------------------------|-----|------------------------------------|-----|
| Employees referrals | 81% | Public school or program referrals | 13% |
| Newspaper ads | 63% | Private employment agencies | 25% |
| Unsolicited applicants | 25% | Promotions/transfers | 44% |
| Private school referrals | 6% | EDD | 6% |
| Union hall referrals | 6% | Other | 13% |

(Out of 16 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Head Nurse, Nurse Supervisor, Nurse Manager, Operations Manager, and Clinical Director.

Responding employers reported employees worked the following hours: **Many** work full-time 43 hrs/wk, **few** work full-time 32 hrs/wk, **many** work part-time 28 hrs/wk, and **some** work temporary/on call 12 hrs/wk.

DESCRIPTION: Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials. **OES Code 551020**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 0%; **sometimes**, 40%; and **never**, 60%. Training desired includes legal secretary or paralegal certificate, California certified secretary certificate.

Previous work experience required: Responding employers report that previous work experience is required **always**, 67%; **usually**, 27%; **sometimes**, 7%; and **never**, 0%. Most employers report that 36 to 60 months experience meet their qualifications.

Education of recent hires: High school grad/equivalent, 100%; Some college, 47%; and associate's degree, 40%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|---|-----|--|-----|
| Ability to follow law office methods and procedures | 3.0 | Ability to read and follow instructions | 2.5 |
| Proofreading skills | 3.0 | Oral communication skills | 2.5 |
| Record keeping skills | 3.0 | Ability to write legibly | 2.4 |
| Understanding of court proceedings | 2.9 | Basic math skills | 2.2 |
| Alphabetic and numeric filing skills | 2.7 | Personal or Other | |
| Ability to operate a transcribing machine | 2.7 | Ability to work independently | 2.6 |
| Understanding of legal terms | 2.5 | Willingness to work with close supervision | 2.5 |
| Telephone answering skills | 2.4 | | |
| Ability to maintain an appointment calender | 2.4 | | |
| Ability to use word processing software | 2.3 | | |
| Ability to follow billing procedures | 2.3 | | |
| Ability to write effectively | 2.3 | | |
| Ability to type at least 60 words per minute | 2.2 | | |
| Ability to use spreadsheet software | 1.5 | | |
| Ability to take dictation at 100 wpm or more | 1.1 | | |

Additional qualifications desired: 5 years experience, civil litigation experience, excellent oral and written skills, bilingual, and interpersonal skills.

New skills needed over the next 3 years: Computer skills, case management, Windows 95, desktop publishing, database, and advanced word processing.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Medium (610 to 720 by 1999) Projected new jobs: 110 Openings due to separations: 100

Projected growth between 1992-1999 is faster than average, 18%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced applicants and great difficulty in finding inexperienced applicants who meet their hiring standards.

Most or 73% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 27% expect it to grow.

Responding employers reported 6 persons were hired in this occupation during the last 12 months. Of these, **all** 100% were from turnover.

HOURLY WAGES

UNION/NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 9.62 | \$13.43 | \$11.51 |
| New hires, experienced | \$ 9.85 | \$19.73 | \$15.00 |
| Experienced, 3 years with Firm | \$11.36 | \$25.89 | \$20.14 |

Union firms pay slightly lower than top wages.

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | |
|-------------------|------|
| Medical insurance | 100% |
| Dental insurance | 93% |
| Vision insurance | 47% |
| Life insurance | 33% |
| Paid sick leave | 100% |
| Paid vacation | 100% |
| Retirement plan | 47% |
| Child care | 0% |

Offered P/T employees (31 hrs/wk)

| | |
|-------------------|-----|
| Medical insurance | 13% |
| Dental insurance | 13% |
| Vision insurance | 7% |
| Life insurance | 7% |
| Paid sick leave | 13% |
| Paid vacation | 13% |
| Retirement plan | 7% |
| Child care | 7% |

Other full-time benefits: Tax deferred health expenses.

(Out of 15 firms responding, all answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Legal services, and subdividers & developers.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|-----|------------------------------------|-----|
| Employees referrals | 67% | Public school or program referrals | 20% |
| Newspaper ads | 67% | Promotions/transfers | 20% |
| Unsolicited applicants | 7% | Private school referrals | 13% |
| EDD | 53% | Flyers | 7% |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Independent Client Representation, Legal Assistant or Paralegal, Senior Legal Secretary, Supervisor, and Office Manager.

Responding employers reported employees worked the following hours: **Almost all** work full-time 38 hrs/wk, and **few** work part-time 31 hrs/wk.

DESCRIPTION: Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pickup merchandise and may load and unload trucks. Does not include workers whose duties include sales. **OES Code 971050**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 0%; **usually**, 47%; **sometimes**, 40%; and **never**, 13%. Training desired includes a valid drivers' license, truck driving school, and a driving certificate.

Previous work experience required: Responding employers report that previous work experience is required **always**, 33%; **usually**, 27%; **sometimes**, 27%; and **never**, 13%. Most employers report that 6 to 12 months experience meet their qualifications.

Education of recent hires: Less than high school, 7%; and high school grad/equivalent, 93%.
(Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|--|-----|---|-----|
| Map reading skills | 3.0 | Ability to read and follow instructions | 2.9 |
| Ability to load and unload freight | 2.7 | Oral communication skills | 2.5 |
| Ability to read invoices | 2.6 | Ability to write legibly | 2.2 |
| Record keeping skills | 2.1 | Basic math skills | 1.4 |
| Possession of a valid Class B driver's license | 2.1 | Personal or Other | |
| Knowledge of local streets | 2.0 | Possession of a good DMV driving record | 2.5 |
| Possession of a valid Class A driver's license | 1.5 | Ability to work independently | 2.4 |
| Ability to operate a fork lift | 0.6 | | |
| Physical | | | |
| Ability to lift at least 75 pounds repeatedly | 2.1 | | |
| Ability to pass a pre-employment medical examination | 1.7 | | |

Additional qualifications desired: Completing handtags properly, dependability, and class C license.

New skills needed over the next 3 years: Computer operations, word processing, database, inventory management, and computer manifesting.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (2450 to 3040 by 1999) Projected new jobs: 590 Openings due to separations: 310

Projected growth between 1992-1999 is much faster than average, 24.1%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced applicants and some difficulty in finding inexperienced applicants who meet their hiring standards.

Most or 71% of employers responding expect this occupation's employment to remain stable over the next 3 years, while **some** or 29% expect it to grow.

Responding employers reported 19 persons were hired in this occupation during the last 12 months. Of these, **most** 63% were from turnover, and **many** 37% from growth.

HOURLY WAGES

NON-UNION

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|---------|---------|---------|
| New hires, no experience | \$ 5.00 | \$13.00 | \$ 7.00 |
| New hires, experienced | \$ 5.00 | \$14.00 | \$ 7.50 |
| Experienced, 3 years with Firm | \$ 7.50 | \$15.00 | \$10.00 |

(Out of 15 firms responding, all answered this question.)

BENEFITS

Offered F/T employees:

| | | | |
|-------------------|-----|-----------------|-----|
| Medical insurance | 86% | Paid sick leave | 86% |
| Dental insurance | 71% | Paid vacation | 86% |
| Vision insurance | 14% | Retirement plan | 14% |
| Life insurance | 0% | Child care | 0% |

Other full-time benefits: Employee discounts
No part-time employee benefits were reported.

(Out of 15 firms responding, 7 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Local trucking w/storage, non durable goods, local trucking w/o storage, courier services, garment pressing & cleaners, agents, passenger and car rental, flowers & florists supplies, eating places, national commercial banks, and business services.

RECRUITMENT PRACTICES USED

| | | | |
|---------------------|-----|------------------------|-----|
| Employees referrals | 87% | Promotions/transfers | 13% |
| Newspaper ads | 40% | Unsolicited applicants | 40% |
| EDD | 13% | | |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Supervisor, and Route Manager.

Responding employers reported employees worked the following hours: **Almost all** work full-time 40 hrs/wk, and **some** work part-time 23 hrs/wk.

WAITERS AND WAITRESSES**1996 SURVEY**

DESCRIPTION: Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Does not include workers who only work at counters. **OES Code 650080**

TRAINING, EXPERIENCE & OTHER REQUIREMENTS

Training: Responding employers state that training is accepted as a substitute for experience **always**, 47%; **usually**, 13%; **sometimes**, 20%; and **never**, 20%. Training desired includes waitressing.

Previous work experience required: Responding employers report that previous work experience is required **always**, 27%; **usually**, 13%; **sometimes**, 20%; and **never**, 40%. Most employers report that 6 to 24 months experience meet their qualifications.

Education of recent hires: Less than high school, 20%; High school grad/equivalent, 80%; and some college, 7%. (Out of 15 firms responding, all answered this question.)

Skills and qualifications required were rated as follows: Very important 3, 2, 1, 0 Not Important

| Technical | | Basic | |
|--|-----|---|-----|
| Cash handling skills | 2.7 | Basic math skills | 2.9 |
| Ability to operate a cash register | 2.1 | Oral communication skills | 2.9 |
| Personal or Other | | Ability to follow oral instructions | 2.8 |
| Good grooming | 3.0 | Ability to read and follow instructions | 2.8 |
| Customer service skills | 3.0 | Ability to write legibly | 2.5 |
| Ability to work under pressure | 3.0 | Physical | |
| Ability to work independently | 2.9 | Ability to stand continuously for 2 or more hours | 3.0 |
| Willingness to work with close supervision | 2.8 | Ability to lift at least 30 pounds repeatedly | 2.6 |

Additional qualifications desired: Friendly, have common sense, and bilingual.

New skills needed over the next 3 years: Point of sale system.

SIZE AND EMPLOYMENT OUTLOOK (EDD Forecasts 1992-1999)

Size: Very Large (4720 to 5590 by 1999)

Projected new jobs: 870

Openings due to separations: 1730

Projected growth between 1992-1999 is faster than average, 18.4%

(Avg. growth between 1992-1999 of all nonagricultural occupations in Contra Costa County is 12.4%)

SUPPLY/DEMAND ASSESSMENT

Degree of difficulty employers have finding qualified applicants: Employers reported little difficulty in finding experienced and inexperienced applicants who meet their hiring standards.

Almost all or 87% of employers responding expect this occupation's employment to remain stable over the next 3 years, **some** or 13% expect it to grow.

Responding employers reported 30 persons were hired in this occupation during the last 12 months. Of these, **some** 33% were from growth, **few** 7% from promotions, and **most** 60% from turnover.

201 Jobs Represented**WAITERS AND WAITRESSES****HOURLY WAGES****NON-UNION**

| EXPERIENCE | LOW | HIGH | MEDIAN |
|--------------------------------|------------|-------------|---------------|
| New hires, no experience | \$ 4.25 | \$10.00 | \$ 6.75 |
| New hires, experienced | \$ 5.50 | \$11.00 | \$ 7.88 |
| Experienced, 3 years with Firm | \$ 6.50 | \$12.00 | \$ 8.19 |

(Out of 15 firms responding, all answered this question.)

BENEFITS**Offered F/T employees:**

| | | | |
|-------------------|-----|-----------------|-----|
| Medical insurance | 89% | Paid sick leave | 56% |
| Dental insurance | 22% | Paid vacation | 56% |
| Vision insurance | 22% | Retirement plan | 11% |
| Life insurance | 33% | Child care | 0% |

Other full-time benefits: Profit sharing, and free meals.

No part-time employee benefits were reported.

(Out of 15 firms responding, 9 answered this question.)

MAJOR EMPLOYING INDUSTRIES (In survey area)

Eating places, restaurants, bar and grills, cafes, membership sports and recreation clubs.

RECRUITMENT PRACTICES USED

| | | | |
|------------------------|------|-----------------------------|-----|
| Employees referrals | 100% | Private employment agencies | 7% |
| Newspaper ads | 67% | Promotions/transfers | 20% |
| Unsolicited applicants | 33% | EDD | 7% |

(Out of 15 firms responding, all answered this question.)

OTHER INFORMATION

Promotional Opportunities: Responding employers listed the following occupations as promotional opportunities: Head Waiter/Waitress, Supervisor, and Manager.

Responding employers reported employees worked the following hours: **Many** work full-time 39 hrs/wk, **few** work full-time 30 hrs/wk, and **most** work part-time 20 hrs/wk.